

Jacky LAI

Full Stack / DevOps Developer | jackylai327@gmail.com

0431178982 | Melbourne, Australia

[github](#) | [linkedin](#) | [personal website](#)

EDUCATION

Bachelor of Information Technology with Distinction | GPA: 3.4 / 4.0

Feb 2021 - Dec 2023

RMIT University - Melbourne City Campus

Notable Courses

- **User-Centred Design** - **Designed** a fitness mobile app prototype using Figma
- **Fullstack Programming** - **Built** a responsive React web app from scratch
- **System Deployment and Operations** - **Deployed** a simple web app through GitHub Actions using a CI/CD pipeline and Terraform
- **Software Engineering Project Management** - **Led** the frontend team in implementing a web app prototype using the SCRUM framework

Scholarships and Certifications

- **Scholarships** - Science, Engineering and Health Scholarship 2021
- **Awards** - Global Leader Experience 2021
- **Certification** - AWS Academy Graduate - AWS Academy Cloud Foundations
- **Volunteering Experience** - RMIT Peer Mentoring Program Volunteer 2022, 2023

SKILLS

Programming Languages	Python HTML CSS JavaScript Swift SQL PHP
Libraries/Tools	React.js Vue 3 SwiftUI Node.js Express.js Git Figma GitHub Actions GCP AWS
Languages	Mandarin [Native] English [Bilingual] Thai [Intermediate] Spanish [Beginner]

PROFESSIONAL EXPERIENCE

PSS Group - DevOps Engineer

Sep 2024 - Present

PSS Group is a publicly traded OTC company, specialising in smart and sustainable parking solutions, with operations spanning over 2,000 car parks across hotels, hospitals, shopping centres, and more.

- Designed and *Implemented* a high-performing visitor access system tailored for fintech enterprises, achieving a 25% increase in adoption rate, using **Figma** and **Vue3**
- *Authored* a real-time car park dashboard web app for system monitoring, significantly improving user satisfaction scores by 40%, leveraging **Vue3**, **Express.js**, and **GCP**
- *Initiated* cross-functional communication with managers and the CTO, resulting in tools that boosted workload efficiency by 30%.

Muse Scene Lab - Front-end Developer Placement

July 2023 - Nov 2023

Muse Scene Lab develops cutting-edge VR/XR/AR platforms to revolutionise music education and orchestra rehearsals.

- *Developed and optimised* a responsive web app using **React** libraries, translating **Figma** designs into functional, interactive user interfaces.
- *Directed* a team of three front-end developers with the **Kanban** methodology, achieving 100% of sprint goals through effective weekly stand-up meetings and task prioritisation.
- *Earned recognition* for **accurate implementation** of features and **meticulous documentation**, leading to seamless team onboarding and future scalability.

Dcard - Production QA and Market Research Internship

Oct 2021 - Feb 2022

Dcard is a leading online platform with over 18 million active users monthly, offering innovative services in dating, forums, e-commerce, and online gaming.

- *Localised* the app into English with precision, leveraging **i18n** and **Lokalise** to expand accessibility for an audience of over millions of English-speaking users.
- *Tested and validated* new features by **capturing API requests/responses** and delivering detailed bug reports, accelerating issue resolution by 30%.
- *Conducted in-depth research* on potential markets in Southeast Asia and Latin America, identifying key regions with a combined market size of over 100 million users for expansion.
- *Earned commendation* from the HR department for being **efficient** and delivering results ahead of deadlines.

NOTABLE PROJECTS

Personal Web Portfolio Website

2023 - Present

A modern style personal web portfolio built with **React**.

SEG Dashboard Website

Nov 2024 - Present

A car park system monitoring web app built with **Vue3** and **Express.js**. Deployment was done with **K8s** and **GCP**.

VAS | [Figma](#)

Sep 2024 - Present

A visitor access security management system for fin-tech office buildings. Built with **Vue3** and Designed with **Figma**.