

Jasmine Gu

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Skills: OS, Linux, ServiceNow, NLP and LLM, Python, Git, ARM, C | Excel, PowerBI, Figma, Pandas
Front-end: React-JS, Javascript, Typescript, CSS3, Node.js | **Back-end:** Django, PostgreSQL, REST API

WORK EXPERIENCE

Software Engineer Intern | Intuit

May 2024 - Sep 2024

- Utilizing **Javascript, HTML, CSS, React, Typescript**, and internal component library to design UI and functionality of **10+ components** including accordion style, UI animations & tables for TurboTax USA product
- Coded theming initiative of 4 pages and **RestAPI integrations** resulting in a **35% increase in user engagement** understanding **scalability, and data structures** across large scale **multi-tier software system**
- Reduced **developer overhead by 45%** through refactoring, migrating and redesigning code architecture
- Wrote unit tests and conducted QA** to enhance code robustness and identify edge-cases to maintain user experience using Jest and React Testing Library to **obtain a 25% decrease in bug reports**
- Spearheaded **agile** collaboration across **cross-functional teams** (product design, engineering and PM) and led as **scrum captain of standup**, and grooming to prioritize backlog, size stories and conduct bug triage

Full-Stack Engineer Intern | LaurelSpace

Sep 2023 - Dec 2023

- Developed CRM web and mobile hybrid software for Childcare Providers following **Agile Scrum** methodology
- Created **user authentication process** and implemented **database for 3 user types** with **PostgreSQL, Axios, and Django** including functionalities such as data fetching, URL mapping, and session handling
- Reduced 40% administrative efforts** through integrating **email automation system and Stripe Payment API**
- Improved user satisfaction by 30%** and created 5+ reusable components with **REACT, Typescript and CSS**
- Lead **user-experience design** process designing Figma mockups of **5+ pages, conducting 10+ user interviews** and optimizing features with **A/B testing**

Solutions Engineer, ServiceNow | OMERS

May 2023 - Aug 2023

- Enhanced enterprise processes in by 60-70%** by designing UX, and programmed functionality of **8+ software and automation solutions** including intake forms, email notifications, and process flows
- Conducted **QA sessions, requirements analysis and UAT sessions** with stakeholders and non-technical end users to **understand user and business needs** resulting in a **90% testing success rate and 6+ features shipped**
- Translated analytics and large data into **data visualizations** by building dashboards improving productivity by 15%

Developer and Data Analyst Intern | Metaverse Group

Nov 2022- May 2023

- Programmed a **bot scraper with Python and Selenium** for email outreach that increased B2B outreach initiatives by **500% generating 900+ email leads**. Emails **refined from 80% to 20% bounce-back rate** and 54% open rate.
- Optimized sales process using MixMax, MS office tools and Excel VBA by **analyzing metrics** (response, click and open rates), **data cleaning**, sorting and testing various email strategies and drafts with PR and Sales teams.

PROJECTS

AI Hackathon Project UoftHacksX2023 Best Build with Co:Here [TLDW](#)

- Uses **LLM & NLP API** to transcribe Youtube Videos into summarized and classified downloadable pdf notes
- Mobile application development and designed **UI/UX interfaces using Django, and React**

Excel VBA Project, The Compass Food Bank [VBA](#)

- Automating 110+ hour yearly manual workload** by programing task scheduling VBA to transform **Salesforce data** into visually appealing Excel schedule. Colors and fonts carefully designed for senior (40+ y.o) volunteers

Royal Bank of Canada Design Thinking (Sep-Dec 2023) [LEAP](#)

- Develop **product strategy and design concept** based on user-centric design, feedback and research

VP of Fellowship - Ivey Product Society [Ivey Product Society](#), [My UberEats Project](#)

- Leading 40 students over 2 month long educational bootcamp planning logistics, marketing and educational

EDUCATION

University of Western Ontario - Bachelor's Dual Degree in Computer Science and Business

2022 - 2026