# Jing Yang Fan

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## EDUCATION

**Western University**  Ontario, Canada
*Masters in Data Analytics*  *2019 − 2020*
*B.M.Sci in Biochemistry of Infection and Immunity*  *2015 − 2019*

## WORK EXPERIENCE

**Laserfiche**  Toronto, Ontario
*Software Engineer − Account Control System Team*  *2023 − Present, Full-time*

- Enhanced **C#-based** microservices to improve the performance of client-facing actions when run against a large number of users (10,000 to 30,000). **Reduced latency for users by 93%** by utilizing bulk database reads and write to minimize time-intensive operations.
- Identified performance bottlenecks in our services using **Kibana** logs and **Grafana** dashboards after observing unexplained spikes in CPU and Memory usage in the Test environment. Findings were presented to the team, and was tasked with resolving the bottlenecks which resulted in a **60% reduction in memory leaks**.
- Noticed that bugs were frequently discovered in common parts of the code base, which led to the implementation of automated test coverage report generation for all **azure YAML pipelines**. This helped identify that **4 out of 9 projects** were lacking sufficient integration test coverage.

*Software Engineer − Product Intelligence Team*  *2022 − 2023, Full-time*

- Developed and maintained **AWS Lambda** ETL functions to monitor product usage, capture events in **DynamoDB**, process data, and store data in **Redshift**. Designed architecture with reliability in mind, incorporating fallback strategies for failed events and enabling real-time error alerts across environments.
- Led the creation of robust **CI/CD pipelines**, enabling automated building and deployment of projects. Utilized multi-stage deployment and rollback strategies to ensure seamless production updates without disruptions. Pipelines currently have a **success rate of 96%** over the last 6 months, an improvement over the old pipelines by **25%**.
- Designed and implemented a user feedback feature for our flagship platform, enabling attachment of image and GIF files. Leveraged **AWS Redshift** for data storage, with a fail-safe mechanism for capturing failed instances in an **S3 bucket** for future reprocessing. Feature had a **success rate of 100%** over the last 6 months with no feedback messages lost.
- Created internal web applications using **Angular** and **Flask**, enabling non-technical users to track their events in Redshift via drop-down menus. Managed the deployment within **Docker** containers, leveraging **Nginx** as the reverse proxy for efficient application delivery.

**City of Toronto**  Toronto, Ontario
*Software Engineer*  *2021 − 2022, Full-time*

- Developed and implemented **Python** scripts to automate the quarterly extraction of recreation program performance metrics, transitioning away from manual SQL queries. This automation reduced human error and decreased analysis times by **90%**.
- Engineered and maintained analytical visualization dashboards using **Plotly**, leading the project from conception to deployment. Optimized data accessibility and significantly minimized ad-hoc data requests by **over 80%**.
- Collaborated with city planners, managers, and directors to advocate for the integration of analytical dashboards, enhancing data-driven decision-making across departments. This initiative led to **division-wide adoption of dashboards**.
- Led a project analyzing cell phone usage data with **Python** to monitor changes in park visitation patterns during the COVID-19 pandemic. My findings informed division directors, driving actionable insights for park maintenance improvements.

**Doxim Solutions**  Markham, Ontario
*Software Engineer*  *2020, Co-op*

- Developed pattern recognition software, streamlining the conversion process of legacy **PowerShell scripts** into concise and reusable **C# components**. This significantly reduced manual effort, enhanced code maintainability, and promoted codebase modernization.
- Extracted, transformed, and analyzed credit union user data from internal databases using **SQL queries**. The insights derived from this analysis contributed to strategic decision-making processes.
- Spearheaded the design and implementation of a dynamic **C# data pipeline**, facilitating seamless integration with a third-party database. This initiative improved the usability reliability, and performance of internal data flow.

## TECHNICAL SKILLS

**Languages:** Python, Typescript, C#, SQL, C, Bash, PowerShell

**Frameworks:** React, RxJS, Angular, Vue, Express, Flask

**Tools & Technologies:** AWS, Node, Kibana, Grafana, ElasticSearch, Docker, Nginx