JOHN PHAM

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EMPLOYMENT

MICROSOFT
Software Development Engineer II (Edge Browser)   **Feb. 2020 to Current**
- Improving the cross-platform accessibility experience (screen readers, braille, vision-impairment) for browser experiences
- Leading the effort to get Edge shipped on Linux
- Collaborating with the open source Chromium community

Software Development Engineer (Office Web)   **July 2019 to Feb. 2020**
- Lead the frontend design/architecture of a V0 product that shipped to the general audience
- Lead the design and delivered the mobile experience by conducting user research studies and in-product experiments
- Lead the effort for enabling dark mode and generalized theming in design system to enable feature teams to focus on their core value

NASA JET PROPULSION LABORATORY
Software Engineer   **Mar. 2019 to July 2019**
- Designed and implemented a design system for cross-mission use using Web Components to allow interoperability across frameworks
- Developed an IDE for spacecraft commands that allows for CRUD of files, semantic validation, and real-time collaboration
- Created a compiler-as-a-service for spacecraft commands, being used on current missions and will be on future missions

UNIVERSITY OF CALIFORNIA, RIVERSIDE
Web Developer   **Mar. 2016 to Mar. 2019**
- Developed a CMS/Frontend that is now used for the University's web presence focusing on accessibility, localization, and low performing devices
- Conducted user research, designed mockups, and implemented designs for web sites for research labs, faculty, and ad-hoc events
- Lead the full stack development of an AI-powered web application now used at over 6 museums

AT&T
Data Scientist Intern   **June 2018 to Sept. 2018**
- Created models for reducing customer churn by 4%, reducing costs of closed-captioning pipeline by 37%, and improving user click-through rate by 26%
- Developed workflows to extract, clean, and feature engineer data
- Created dynamic visualizations to support business decisions made by the senior leadership team
- Created a web application to help support call operators reduce their time-to-resolution by 74%

THE AEROSPACE CORPORATION
Software Engineer Intern   **June 2017 to Feb. 2018**

NASA JET PROPULSION LABORATORY
Data Scientist Intern   **June 2016 to Sept. 2016**

NASA JET PROPULSION LABORATORY
Software Engineer Intern   **Sept. 2016 to Dec. 2016**

AMAZON
User Experience Design Intern   **July 2015 to Sept. 2015**

SKILLS

PROGRAMMING LANGUAGES: Typescript, Javascript, Python, HTML, CSS, C++
TECHNOLOGIES/FRAMEWORKS: Git, React, Redux, Gatsby.js, Node, GraphQL, MySQL/PostgresSQL, MongoDB, Docker, AWS/Azure, D3, Jest/Enzyme, Progressive Web Apps, Ninja, GRIT
SOFTWARE: Blender/Fusion 360, Photoshop/Sketch/Figma, After Effects/Premiere, Tableau/PowerBI