# **JOHN PHAM**

■ john@pham.codes♀ pham.codes

in JohnPhamous

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## **EMPLOYMENT**

#### **MICROSOFT**

Software Development Engineer II (Edge Browser)

Feb. 2020 to Current

- Working on improving the accessibility user experience on core scenarios
- Leading the effort on getting Edge to Linux general audience
- Collaborating with the open source Chromium community

## Software Development Engineer (Office Web)

July 2019 to Current

- Leading the frontend design/architecture of a V0 product, also contributing to backend/infrastructure by writing serverless functions (business logic) and improving CI/CD pipelines
- Lead the design and delivered the mobile experience focusing on performance and internationalization with decisions driven from customers and telemetry
- Lead the effort for enabling dark mode by contributing to the design system

## 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 Al-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 service by 37%, and improving user click through by 26%
- Extracted, cleaned, and feature engineered data for team use, contributed ETL flow to internal data repository
- Created static and dynamic visualizations/dashboards to support business decisions by program managers and senior leadership
- 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/Sass, C++

**TECHNOLOGIES/FRAMEWORKS:** Git, React, Redux, Gatsby.js, Node, GraphQL, MySQL/PostgresSQL, MongoDB, Docker, AWS/Azure, D3, Jest/Enzyme, Progressive Web Apps, Add Skill

**SOFTWARE:** Blender/Fusion 360, Photoshop/Sketch/Figma, After Effects/Premiere, Tableau/PowerBI