






MAX PHAM

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PROFESSIONAL EXPERIENCE

current
from May 2020

Software Engineer | Platform, UKEN INC, Toronto

- Increased In-App-Purchase revenue by **20%** by integrating new payment system with Xsolla and reduced customer purchase attrition by **50%** with Apple's Refund confirmation support
- Reduced feature requests turnover time by **80%** through implementation of LLM-powered microapps and automated backend systems
- Eliminated **100%** infrastructure costs for Slack bot incident report by migrating to **AWS SAM**
- Completely automated management of **1000+** GitHub resources via **Terraform**
- Boosted marketing outreach by **28%** with API scheduling system and reduced unproductive commits by **30%** through automated code style enforcement
- Consolidated technical documentation to unified Wiki.JS platform with **AWS** deployment and OneLogin SAML authentication

AWS

Java Spring

gRPC

Ruby

Kafka

Redis

Terraform

Ansible

Python

Docker

Jenkins

OPEN-SOURCE CONTRIBUTIONS

- **ChainPatrol**: Refactored and implemented features for Discord bot to detect crypto scam sites, enhancing user safety. ([Pull Request](#))
- **Firefox**: Reduced installer size by 15% with bzip2 compression, improving download efficiency. ([Pull Request](#))
- **Wiki.JS**: Corrected AWS S3 usage for renaming operations, enhancing cloud storage integration. ([Pull Request](#))
- **Dev.to**: Authored a tutorial on implementing Auth0 in React and backend services, boosting developer resources. ([Article](#))

EDUCATION

to May 2022
from Sept 2017

Computer Science Specialist | Honours Bachelor of Science, UNIVERSITY OF TORONTO

CS GPA: 3.7/4.0

- Participated in multiple project courses to collaborate building software
- Led a remote team of 4 to develop a pseudo-startup presented to a panel of C-level executives
- Co-founder and **Technology Lead** of the Web Development Club

TECHNICAL SKILLS

Programming Languages	Java, Python, Javascript, Terraform, SQL, Bash
Technologies	Redis, Kafka, gRPC, Jenkins, Vercel
Database Systems	MySQL, PostgreSQL, Prisma
AWS Services	Lambda, Cloudformation, S3, SAM, Cloudwatch, ECS, API Gateway, CloudFront