






MAX PHAM

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PROFESSIONAL EXPERIENCE

current from July 2022	Software Engineer Platform, UKEN INC, Toronto <ul style="list-style-type: none">➤ Reduced customer purchase attrition by 50% with support for Apple's Refund confirmation step➤ Incorporated Claude Code with Cursor IDE in daily work, with refined workflow for agentic development➤ Automated backend-driven bot systems for a massive multiplayer game, with social interactions and varied in-game behaviour➤ Increased In-App-Purchase revenue by 20% by integrating new payment system with Xsolla➤ Reduced cost by 10% by migrating In-house Mobile Dynamic Messaging System to AWS SNS <div>AWS Java Spring gRPC Ruby Kafka Redis Grafana Ansible Terraform</div>
to Oct 2021 from May 2020	Software Engineer Platform, UKEN INC, Toronto <ul style="list-style-type: none">➤ Reduced 100% cost with Slack bot incident communication by moving to AWS SAM➤ Reduced 30% unproductive commits by enforcing codestyle using <u>Prettier</u> plugin through Jenkins➤ Completely automated management of 1000+ GitHub resources via Terraform➤ Increased marketing's outreach by 28% with API scheduling system based of <u>db-scheduler</u> library➤ Consolidated Org-wide technical documentation to a single Wiki solution with <u>Wiki.JS</u>. Deployed to AWS with authentication using OneLogin SAML <div>Terraform AWS Python Docker IntelliJ Idea Spring Boot Jenkins</div>

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 <ul style="list-style-type: none">➤ Participated in multiple project courses to collaborate building software➤ Led a remote team of 4 to develop a <u>pseudo-startup</u> presented to a panel of C-level executives➤ Co-founder and Technology Lead of the <u>Web Development Club</u>
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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