






# MAX PHAM

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## PROFESSIONAL EXPERIENCE

current from July 2022	<b>Software Engineer   Platform, UKEN GAMES, Toronto</b> <ul style="list-style-type: none"><li>➤ Reduced customer purchase attrition by <b>50%</b> with support for Apple's Refund confirmation step</li><li>➤ Reduced feature requests turnover time by <b>80%</b> via deep usage of LLM and microapps</li><li>➤ Automated backend-driven bot systems for a massive multiplayer game, with social interactions and varried in-game behaviour</li><li>➤ Increased In-App-Purchase revenue by <b>20%</b> by integrating new payment system with Xsolla</li><li>➤ Reduced cost by <b>10%</b> by implementing In-house Mobile Dynamic Messaging System, replacing exist-ing SAAS usage</li></ul> <div><span>AWS</span> <span>Java Spring</span> <span>gRPC</span> <span>Ruby</span> <span>Kafka</span> <span>Redis</span> <span>Grafana</span></div>
to Oct 2021 from May 2020	<b>Software Engineer PEY   Platform, UKEN GAMES, Toronto</b> <ul style="list-style-type: none"><li>➤ Reduced <b>100%</b> cost with Slack bot incident communication by moving to <b>AWS SAM</b> from EC2</li><li>➤ Reduced <b>30%</b> unproductive commits by enforcing codestyle using <u>Prettier</u> plugin through Jenkins</li><li>➤ Managed <b>1000+</b> Github resources by designing <b>Terraform-based</b> system with changes through <b>JSON</b> format</li><li>➤ Increased marketing's outreach by <b>28%</b> with API scheduling system based of <u>db-scheduler</u> library</li><li>➤ Consolidated <b>100%</b> of technical documentation to a single Wiki solution: <u>Wiki.JS</u>. Deployed to <b>AWS</b> with authentication using OneLogin SAML</li></ul> <div><span>Terraform</span> <span>AWS</span> <span>Python</span> <span>Docker</span> <span>IntelliJ Idea</span> <span>Spring Boot</span> <span>Jenkins</span></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

from Sept 2017 to May 2022	<b>Computer Science Specialist   Honours Bachelor of Science, UNIVERSITY OF TORONTO</b> <b>CS GPA: 3.7/4.0</b> <ul style="list-style-type: none"><li>➤ Participated in multiple project courses to collaborate building software</li><li>➤ Led a remote team of 4 to develop a <u>pseudo-startup</u> presented to a panel of C-level executives</li><li>➤ <b>Co-founder</b> and <b>Technology Lead</b> of the <u>Web Development Club</u></li></ul>
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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