

# Ryan Fung

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## SUMMARY

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Dynamic Software Developer with **8 years of experience** specializing in scalable authentication systems and billing migrations. Orchestrated the refactor of old MFA systems to enhance existing security systems. Spearheaded Chargebee integration, optimizing billing workflows with streamlined third-party API usage. Seeking to leverage expertise in React and fullstack development to drive innovative solutions and improve system efficiencies within challenging tech environments.

## EXPERIENCE

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### Software Developer | Rebel.com | Ottawa, ON | November 2022 - December 2025

- Owned and redesigned multiple customer-facing frontend pages using **React**, **Tailwind CSS**, and **Node.js**.
- Developed backend services to reliably consume and produce **RESTful APIs**, demonstrating strong adherence to third-party documentation and integration best practices.
- Played a key role in rebuilding the company's **Multi-Factor Authentication** system. Led refactoring of a state-machine-driven frontend to React for improved reactivity and configuration. Eventually affecting **100%** of all Canadian and new customer accounts.
- Contributed extensively to the **Chargebee billing** service integration, replacing **100%** of a legacy in-house billing system with a modern third-party platform.
- Revamped the checkout experience for quick purchases, introducing one-click payment options and optimizing the purchase funnel, resulting in a **10% increase in successful transaction rates**.
- Provided ad-hoc engineering support for **Zendesk** customer service, assisting with debugging, tooling, and workflow improvements. Which helped bring customer **support queues down by 90%**.

### Software Developer/IT Operations | Spartan Services | Burlington, ON | May 2019 - November 2022

- Maintained company server infrastructure, ensuring **near 100% uptime** for critical business operations.
- Assisted staff on application and server issues.
- Confer with third-party companies to improve company workflow with a **success rate of 100%**.
- Engineered custom solutions through **Perl** scripts; tailored to team requirements, improving operational efficiency with reusable software components which **boosted end of month reporting productivity by 50%**.
- Collaborated closely with business staff to brainstorm ideas for innovation.
- Introduce new technology to revolutionize methods of programming with **Python** and **React**.

### Fee Billing Operations Administrator | RBC | Toronto, ON | February 2018 - May 2019

- Analyzed big data using Excel and implemented fixes to solve discrepancies among incorrect entries with a **success rate of 98%**.
- Promoted customer-oriented service and adapted to various situations.
- Collaborated with colleagues to create a system of macros to automate tasks, which **improved the speed of task completion by 90%**.

## EDUCATION

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### Bachelor of Science (BSc), Computer Science Specialist | University of Toronto | 2012 - 2017

## SKILLS

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**Front-End:** React, Next.js, Node.js, TypeScript, JavaScript, HTML, Unit Testing, Zod, Jest, Bootstrap, TailwindCSS

**Back-End:** REST API, MSSQL, VB.NET, Fastify, PostgreSQL, Express

**Other:** Scrum, Agile, GitHub/Git, AWS, Postman, SEON