

# MICHAEL SHAO

## SOFTWARE DEVELOPMENT ENGINEER

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Optimize and develop impactful technical ideas and processes to change industries. Innovative thinking, with a penchant for solving user frustration.

Customer Focus: Solve user frustration through continuous iteration; adapting quickly to abstract and rapid changes to requirements.

User Interface / Experience Design: Provide meaningful value for stakeholders while keeping focus on big picture and high-level goals.

Project Direction: Proven ability to lead and manage a wide variety of design and development projects in team and independent situations.

## Skills

Creative Problem Solving  
Quality Assurance  
Debugging  
Testing  
Troubleshooting  
Algorithm Design  
JavaScript  
jQuery  
CSS  
Spatial Analysis  
Entrepreneurship  
Business Strategy  
Team Leadership  
Product Development  
Product Management  
Strategic Planning  
HTML 5  
PHP  
Software Project Management  
Software Documentation  
MySQL  
Technical Documentation  
Technical Writing  
Java  
SQL  
Perl  
Git  
C++  
HTML  
SVN  
Mercurial  
Perforce

## Employment

Amazon.com  
Software Development Engineer

Seattle, Washington  
Jun 2015 to Current

I work on the platform that connects third-party sellers on Seller Central (Amazon Marketplace) with shipping carrier services (DHL, DPD, FedEx, UPS, USPS, Royal Mail).

- Refactored automated integration tests to allow for better flexibility in testing & functionality.
- Optimized and streamlined onboarding process for adding new shipping carrier services onto internal platform.
- Designed and implemented seller-facing feature to enable default overrides for delivery date calculations.

Riot Games  
Software Engineering Intern, Player Accounts, Core Services

Santa Monica, California  
May 2014 to Aug 2014

- Signup API (Node.js) - built API for signup; connect to internal and external databases/servers; validate information across data channels.
- Hackathon (Thunderdome): Built "co-op vs. AI: draft mode" webapp (also Node.js) in 36 hours (w/ 8 other interns); led design & ideation sessions

Audible, Inc. (a division of Amazon.com)  
Software Development Engineer in Test

Newark, New Jersey  
Jan 2014 to Apr 2014

- Built & maintained test automation suite (Kindle) for Immersion Reading in Android.
- Designed a tool to track, manage, and control third-party devices across the company.

Datalot Inc  
Web Developer

Brooklyn, New York  
Jan 2013 to Apr 2013

Front-end web development (JS/jQuery/HTML/CSS); Interactive Voice Recording Menu redesign, event monitors & dashboards  
Created initial documentation for all areas of the application, used by new hires, both in the business and technical areas.

Blue Coat Systems  
Software Test Automation Engineer

Waterloo, Ontario  
Jan 2012 to Apr 2012

Perl - creating test units for operating system software & features

(Test Automation) Software Engineer

Waterloo, Ontario  
May 2011 to Aug 2011

Automated testing using bash/Perl/Python

AGF Management Limited  
PC Support Analyst

Toronto, Ontario  
Apr 2010 to Aug 2010

Desktop support for 200+ business users; migration support for WinXP to Win7; main G20 summit resource

## Projects

Chrome Extension - Password Context Hints

Mar 2016 to Current

The implementation was much harder than initially anticipated for one person to finish in 36 hours. The idea behind this project is fairly simplistic: In a signup page, we have "restrictions" on a password: length, types of characters, password structure, etc. When we go to login, whether it be a day, a week, or a year later, we might forget! Since every website has a different restriction (no standards! sad panda), sometimes we can get into scenarios where it is hard to remember in what context or restriction these passwords lived in. That's where this Chrome extension comes in. When you highlight a password field before input, a small dialog window/box appears in the screen, showing you the context of which the password was created in, so users can quickly get that much-needed reminder as to what password they most likely set for this webpage.

shoptimize

Jan 2012 to Aug 2013

Grocery shopping, optimized for a mobile device! Shoptimize is a mobile application to optimize the grocery shopping experience based on price, location, and convenience, to combat the frustration of endlessly checking prices manually through multiple grocery flyers. (alternate name: "EndlessBread")

## Education

University of Waterloo  
Honours Bachelor of Computer Science Computer Science (Co-op) 2014  
History Minor

## Activities

VeloCity - Resident

May 2011 to Dec 2013

Participated and lived in VeloCity residence program.

Creating and cultivating impactful startups with Canada's most innovative university's entrepreneurial residence program.

Startups created / worked on: CodeCookie, shoptimize.

## Volunteering

Federation of Students - Mathematics Federation Orientation Committee Member

Dec 2011 to Aug 2012

Planned and organized a campus-wide scavenger hunt for new Math students, as well as managed the ordering of food for 135 leaders and ~1500 students.

Maintained and updated databases of information regarding leaders and new students, allowing for meaningful statistical analysis and adjustment of orientation procedures. Moderated and managed content, layout, and design of the new student website, the leader blog, and publications made to bi-weekly student newspaper (MathNEWS).