ALEXANDER W. LEE

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EDUCATION

Amherst College, Amherst, MA   **Expected May 2022**

Bachelor of Arts in Computer Science and Mathematics; GPA: 3.92/4.00

- Relevant Coursework: Data Structures, Computer Systems, Computer Security, Evolutionary Computation, Linear Algebra, Multivariable Calculus, Mathematical Reasoning and Proof

WORK EXPERIENCE

Fidelity Investments, Merrimack, NH   **June 2020 – Present**

Software Engineer Intern, Contact Center Cloud Solutions Squad

- Improved branch agent productivity by using **Amazon SageMaker** to build a **machine learning** text classification model that classifies a customer's call intent with an 83% accuracy so that branch agents can prioritize their calls
- Enhanced customer call experience by developing an **Amazon Connect** contact flow that leverages **Lambda, Lex,** and **Elasticsearch** to transfer customers to branch agents based on the spoken names of agents
- Decreased number of missed calls for branch agents by creating an **Angular** service in **Amazon Connect Contact Control Panel** that gives agents visual cues via a light device during incoming calls

Health Sqyre, Denver, CO   **June 2019 – August 2019**

Software Development Intern

- Improved accuracy of patient medical insurance data by implementing better **API** response parsing in an existing **Flask microservice**
- Increased development and testing efficiency by building **Flask** web applications for interacting with company utilized **API**s
- Streamlined partner onboarding process by writing product mapping automation scripts using **Python**

Amherst College Computer Science Department, Amherst, MA   **March 2019 – May 2020**

Teaching Assistant and Peer Tutor

- Deepened students' understanding of **data structures** and **object-oriented programming** by holding one-hour teaching sessions twice a week
- Improved students' abilities to apply their knowledge from class by providing advice on how to approach weekly projects and homework assignments

SKILLS

- Languages: **Python, JavaScript, Java, Clojure, C, SQL, HTML/CSS**
- Amazon Web Services: **Lambda, Lex, S3, SageMaker, Connect, Elasticsearch, CloudWatch, DynamoDB, CloudFormation, Route 53, EC2**
- Web Frameworks/Libraries: **Flask, Angular, React**
- Version Control: **Git, GitHub, Bitbucket**
- Agile Tools: **Jira, Confluence**

LEADERSHIP

- President of the Computer Science Club at Amherst College
- Treasurer of the Chinese Students Association at Amherst College
- Co-Chair of Asian Men's Collective for the Asian Students Association at Amherst College

INTERESTS: Cello (10 years) – Section Leader, Ice Hockey (10 years), Rugby (3 years)