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: Algorithms, Data Structures, Machine Learning, Computer Systems, Computer Security, Evolutionary Computation, Probability, 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

- Enhanced customer call experience by developing an **Amazon Connect** contact flow that leverages **Lambda** (written in **Python**), **Lex**, and **Elasticsearch** to transfer customers to branch agents based on the spoken names of agents
- Improved agent productivity by building an **Amazon Lex** bot with **Python** that classify a customer's call intent with an 88% accuracy so that customers can be routed to the appropriate contact centers using **Amazon Connect**, **Lambda**, and **DynamoDB**
- Decreased number of missed calls for agents by creating an **Angular** service in **Amazon Connect Contact Control Panel** that gives agents visual cues via a light device during incoming calls and when calls are in their queue; presented this functionality to an audience of 100 product managers and developers

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 **Python Flask microservice**
- Increased development and testing efficiency by building **Python 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, TypeScript/JavaScript, Java, Clojure, C, SQL, HTML/CSS**
- Amazon Web Services: **Lambda, Lex, S3, DynamoDB, Connect, Elasticsearch, SageMaker, CloudWatch, 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

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