

# 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 – August 2020**

*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 classifies 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 Squire**, Denver, CO

**June 2019 – August 2019**

*Software Development Intern*

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

**Amherst College Computer Science Department**, Amherst, MA

**March 2019 – Present**

*Teaching Assistant and Peer Tutor*

- Deepen students' understanding of **data structures** and **object-oriented programming** in **Java** by holding one-hour teaching sessions twice a week
- Improve 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**
- Frameworks/Tools: **Flask**, **Angular**, **React**, **Git**, **GitHub**, **Bitbucket**, **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)