Jolie Wang

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PROFESSIONAL EXPERIENCE

Software Developer *Professional Advantage Software USA*   *Remote · Sep 2024 – Present*

- Developed tailored business solutions for staffing industries, enhancing client-specific functionality.
- Built product APIs for client integration, leveraging tools such as Azure Portal and Microsoft Entra to ensure secure and scalable operations.
- Configured Microsoft Dynamics CRM for front-office operations, mapping data seamlessly to the back-office system built on Microsoft Dynamics 365 Business Central for unified workflow management.

ERP Developer *Grafton Apparel Ltd.*   *Vaughan · Sep 2023 – Present*

- Enhanced nationwide retail operations by customizing LSPOS features and interfaces, integrating 3rd-party APIs for gift card services and e-commerce enhancements, elevating customer experience.
- Resolved a critical year-long e-commerce bottleneck that involved table locking and prolonged order posting process, reducing posting time from 60 to 6 seconds, significantly enhancing system responsiveness and stability.
- Facilitated omnichannel integration, optimizing order management and fulfillment processes, thereby increasing operational efficiency and customer satisfaction.
- Working as the tech lead on the ERP system upgrade from Dynamics Nav to Microsoft Dynamics 365 Business Central and migrating MS SQL Server database servers from On-Prem to Azure, streamlining system scalability and resource efficiency.
- Being responsible for maintenance and enhancement of the Dynamics Nav ERP system, fulfilling requirements across marketing, planning, warehouse, and finance, enhancing departmental cooperation and support.

Software Engineer *Magic Noodle Group Inc.*   *Markham · Sep 2021 – Sep 2023*

- Developed and deployed three key projects: an ERP system, store inspection workflow digitalization, and store dashboard, utilizing Laravel, Vue.js, Tailwind CSS, and MySQL. Leveraged AWS S3 for secure and scalable file storage. Managed and deployed server environments using Laravel Forge and Digital Ocean, ensuring high availability and optimization.
- Built a comprehensive ERP System with features like HR administration, shift scheduling, and payroll management, leveraging middleware and RESTful APIs for secure, efficient data communication.
- Pioneered a store dashboard for sales, feedback, memberships, and gift cards. Enabled store operations to run more efficiently by synchronizing data via bridging with 3rd-party APIs from two POS service providers, boosting operational efficiency by 40% and enhancing customer satisfaction by 27%.
- Amplified daily active users by 73% through a CPS-based online game for the brand's 9th anniversary.
- Deployed a lottery game on the official website for the brand's 10th anniversary, successfully attracting 511% more subscribers compared with the same period last year.

Development Lead (Volunteer) *Asian Arts and Culture Trust*   *Toronto · Jan 2023 – Present*

- Led the team to build the website *Manifesto Space* for curated exhibitions celebrating queer perspectives. Initiated the site with React, later transitioning to Next.js for server-side rendering and Cloudflare for CDN, resulting in a 20% reduction in page load time and a 60% reduction in JavaScript load time.
- Conceptualized technical architecture to meet future functionality and scalability needs, integrated a CMS that reduced the time to edit and release new content by 75% as defined by product managers.
- Implemented Google Analytics for tracking bounce rates and page views to increase user engagements.

EDUCATION & CERTIFICATIONS

Master of Science in Computer Information Systems (GPA 4.0)   Boston University · May 2025 (Expected)
Computer Science Fundamentals Specialization   University of Illinois Urbana-Champaign · Oct 2022
Python 3 Programming Specialization   University of Michigan · Oct 2022