

DOUGLAS CHEN

douglas@ichen.ca | douglaschen.ca | [LinkedIn](#) | [GitHub](#)

TECHNICAL WORK EXPERIENCE

Software Developer Intern | InsideDesk

Jan 2025 – Aug 2025

- Resolved a **3-year QA bottleneck** with **Python and SQL** automations, speeding up a key testing process by **20x**
- Analyzed **AWS CloudWatch** data to pinpoint and resolve a critical bug, reducing collection failure rate by **8x**
- Built and maintained production-ready scrapers, automating the collection of **1M+** claims from insurance portals
- Architected an automated MFA handling system by routing and processing verification emails through **AWS**, to enable reliable and scalable web scraping without human intervention (**DSA, Asynchronous Programming**)
- Managed PII in compliance with HIPAA regulations, ensuring secure data access, storage, and transmission
- Developed features across several repositories (**Python, TypeScript**), creating pull requests with high test coverage

AI Consultant | Self-employed

Aug 2024 – Oct 2024

- Advised a dental software company on developing AI-powered insurance data management solutions
- Developed a **full-stack** platform to curate human feedback from experts and improve AI model (**React, Next.js**)
- Engineered an LLM chunking algorithm to process large PDFs, improving data extraction accuracy by **3.5x** compared to initial **LangChain RAG** implementation

AI Software Developer Intern | Exchange Solutions Inc.

May 2024 – Aug 2024

- Independently developed an **AI agent** that creates mobile app prototypes within **30 minutes** by leveraging a human-in-the-loop LLM design, enabling no-code software development
- Boosted project development speed by **4x** by implementing autonomous package installation and codebase reading/writing, empowering an AI agent to write **70%** of its own React Native frontend code
- Implemented a **full-stack** application including an intuitive frontend to make an AI agent accessible and easy to use for non-technical users (**Node, React Native, Next, AWS Bedrock & Lambda**)
- First intern at ESI to earn a **Bravo Certificate for Innovation** from senior management after delivering a company-wide demo to **100+** co-workers, demonstrating strong presentation skills

ADDITIONAL WORK EXPERIENCE

Program Assistant | Shad Canada

Jun 2024 – Jul 2024

- Dedicated **90+** hour weeks to facilitate a STEAM program involving workshops and student-led entrepreneurship projects, displaying an unwavering sense of responsibility and commitment to student growth and innovation
- Organized and delivered a workshop on the applications, potential, and safety of Generative AI, attracting **25+** students to attend a voluntary follow-up session due to high interest, showcasing the ability to engage an audience
- Maintained an engaged and respectful audience of **64** high school students during long hours of lectures & workshops, demonstrating strong leadership, patience, and communication skills

TECHNICAL SKILLS

Languages: TypeScript/JavaScript, Python, Java, C++, C#, HTML, CSS

Frameworks/Tools: AWS, LLMs, Git, Node, LangChain, React, Next, Flask

EDUCATION

University of British Columbia

Vancouver, BC

Bachelor of Science in Computer Science, Co-op program

Sep 2023 – Apr 2028

- Relevant Courses (all 90%+): Object-Oriented Design, Algorithms and Data Structures, Operating Systems

TECHNICAL EXTRACURRICULAR ACTIVITIES

• **Video Game Development Club Member** | University of British Columbia

Sep 2023 – Apr 2024

• **Competitive Programming Club President** | Port Credit Secondary School

Sep 2021 – Jun 2023

AWARDS

• Top 5 | **UBC CIC Generative AI and Sustainability Hackathon**

2024

• Group 4 Honour Roll | **Canadian Computing Senior Competition**

2023

• Top 10 | **Lighthouse Hacks Hackathon**

2022