DOUGLAS CHEN

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TECHNICAL WORK EXPERIENCE

Software Engineer Intern | *InsideDesk* Jan 2025 – Aug 2025
- Took initiative to resolve a 3-year QA bottleneck by developing automations with **Python and SQL**, reducing manual testing overhead by **20x** and enabling rapid product iteration
- Leveraged a data-driven approach using **CloudWatch Insights** to diagnose and fix a critical web scraping bug, achieving an **8x** reduction in failure rate and improving a core product's key acquisition metric
- Led end-to-end technical development of a critical feature to bypass growing anti-bot defenses, reducing the need for manual client intervention **(AWS SES, SNS, Lambda, ElastiCache, EC2, Asynchronous Programming)**
- Handled PII and PHI in compliance with HIPAA regulations, ensuring secure access, storage, and transmission of sensitive data, demonstrating meticulous attention to detail
- Built production-ready scrapers, automating the extraction of **1M+** insurance claims from dynamic web sources

AI Software Engineer 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 system, 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
- Developed a full stack application including an intuitive frontend to make an AI agent accessible and easy to use for non-technical users **(Bitbucket, 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 presentation to **100+** co-workers, demonstrating strong presentation and communication skills

AI Software Engineer Consultant | *Self-employed* Aug 2024 – Oct 2024
- Provided consultation to a dental software company for the development of AI-powered solutions involving the improvement of insurance data management **(RAG, React, Flask, LangChain, AWS)**

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, Git, Node, LangChain, React, Next, Flask, TensorFlow

EDUCATION

University of British Columbia Vancouver, BC
Bachelor of Science in Computer Science, Co-op program *Sep 2023 – Apr 2028*

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

- 4th Place | **UBC CIC Generative AI and Sustainability Hackathon** 2024
- Group 4 Honour Role | **Canadian Computing Senior Competition** 2023
- Top 10 Prize Winner | **Light House Hacks Hackathon** 2022