

# DOUGLAS CHEN

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## EDUCATION

### University of British Columbia

Bachelor of Science in Computer Science, Co-op program

Vancouver, BC

Sep 2023 – Apr 2028

- Relevant Courses: Object-Oriented Design, Algorithms and Data Structures, Operating Systems

## 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, improving data collection reliability by **8x**
- Built production-ready scrapers using **Selenium**, automating the collection of **1M+** claims from insurance portals
- Engineered MFA handling infrastructure to route and process verification emails through **AWS & Redis**, coordinating bots with **asynchronous programming** to enable reliable data collection without human intervention
- Automated deployments for containerized jobs using Bitbucket pipelines, docker, and **Linux** shell scripts
- Utilized epics and tickets to manage tasks in an **agile lifecycle**, and wrote **Jest** tests to ensure high PR coverage
- Managed PII in compliance with HIPAA regulations, ensuring secure data access, storage, and transmission

### 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, 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

Jul 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 PROJECTS

### Free Food @ UBC | TypeScript | [Visit](#)

Sep 2025 – Present

- Developed a web-app to combat food insecurity for students by sourcing events with free food from **400+ orgs**
- Drove **2.5K site visits** and **100+ active users** in under 2 weeks with a **\$0 budget** through social media platforms

## TECHNICAL SKILLS

**Languages:** Python, Java, C++, C#, TypeScript/JavaScript, HTML, CSS3

**Frameworks/Tools:** AWS, PostgreSQL, Docker, LLMs, Git, Node, React, Jest, Selenium

## TECHNICAL EXTRACURRICULAR ACTIVITIES

- **Video Game Development Club Member** | University of British Columbia
- **Competitive Programming Club President** | Port Credit Secondary School

Sep 2023 – Apr 2024

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