DOUGLAS CHEN

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EDUCATION

University of British Columbia   Vancouver, BC
Bachelor of Science in Computer Science, Co-op program   *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, stories, and tickets in an **agile lifecycle**, ensuring PRs have high test coverage using **JUnit**
- 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 **2.2K 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, JUnit, Selenium

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