

I am a relentlessly curious, enthusiastic Senior Software Engineer with 6 years of technical experience who goes above and beyond in collaboratively getting the job done right. Proficient in front-end technologies including JavaScript (and Typescript), React, Angular, and Node, and competent with backend technologies including Java and SpringBoot. Experienced working directly with customers to troubleshoot issues and bring them to a satisfactory conclusion. Also experienced collaborating across multiple workgroups and onboarding new team members and mentoring junior engineers. Further, my ultimate goal is continuous learning and improvement, and I am always open to constructive feedback.

## WORK EXPERIENCE

### Senior Software Engineer – Full Stack | Financial Intelligence

11/2021 to Present

### The Walt Disney Company

Seattle, Washington

- Build and test features on internal financial services
- Collaborate with Product teams to design features and improvements and refine technical requirements
- Implement and configure features to enable guilds to receive reports and financial documents efficiently
- Create POC to upgrade services and front-end components to leverage current versions of underlying frameworks and libraries
- Build complete front-end service for homegrown, external-facing Electronic Delivery Service (ESD) for Disney and Disney-related Talent to receive e-Statements
- Implement microservice leveraging React, AWS Services (API Gateway, Lambda) to collect emails for users to authenticate to ESD
- Lead and coordinate creation of system environments for training and automation purposes

### Senior Software Engineer / Customer Solutions Engineer – Team Lead | Platform Tools

11/2020 to 11/2021

### The Walt Disney Company

Seattle, Washington

- Everything in Customer Solutions Engineer role (listed below), plus:
- Provided monthly reports to upper leadership on ongoing projects, tickets, and dev work
- Facilitated and followed through on discussions regarding critical incidents to prevent future instances
- Led team in identifying recurring issues to implement long-term solutions
- Ran point on communication with customers during critical incidents and kept customer, development, and product teams updated on resolution

### Customer Solutions Engineer – Content Management Service

08/2019 to 11/2020

### The Walt Disney Company

Seattle, Washington

- Triaged incoming issues while monitoring slack channels while on-point
- Resolved issues with Java services running in AWS to unblock users leveraging the service
- Supported services in production on a 24/7 on-call rotation
- Investigated Java and JavaScript code to resolve customer inquiries
- Upgraded Business Units' CMSs from previous, un-hosted models to AWS-hosted versions
- Contributed to development of tools for provisioning and administration of the CMS
- Created and improved Python scripts to allow for easy bulk updates of service parameters in AWS
- Assisted in performing weekly maintenance on hosted services in AWS, ensuring proper communication is delivered before and after work is complete
- Leveraged data in Kibana and New Relic to assist troubleshooting efforts
- Effectively communicated and collaborated with engineers on other teams to address questions related to Disney's content management system

**Customer Solutions Engineer – Identity Management Service**

02/2017 to 08/2019

**The Walt Disney Company**

Seattle, Washington

- Provided in-depth technical support for Disney's customer data management product (ONEiD)
- Resolved integration issues; investigated, reproduced, and documented bugs; paired with development teams to determine solutions, fix bugs, and implement minor features
- Onboarded Business Units, such as ESPN+, ABC, Disney Japan and many more, onto the ONEiD product
- Created sample apps to demonstrate user workflows, modified existing scripting tools to support integration with tangential ONEiD services, and trained new members of the team

**Functional Analyst**

10/2015 to 02/2017

**The Boeing Company**

Bellevue, Washington

- Worked with users and subject matter experts to specify all user-perceivable aspects of the Enterprise Supplier Performance Measurement system required for development
- Produced specifications of unit tasks, production runs, workflows, user interfaces, and user configurations at the appropriate level of detail for my audience(s)
- Completed the definition of information facets and core components
- Worked with developers and UX designers to create prototypes and to ensure their understanding of user specifications
- Defined the actions that must be performed by the users in order to operate the system properly

## SKILLS

- JavaScript/Typescript..... | Java..... | SpringBoot... | Python... | HTML, CSS.....
- React..... | Angular..... | Node JS..... | GraphQL...
- AWS..... (CloudFormation....., ECS....., EC2....., SQS....., SNS....., IAM....., RDS/ Aurora, MySQL....., Redis/Elasticache..., Lambda....., API Gateway.....)
- PostgreSQL..... | Git..... | Elasticsearch with Kibana..... | New Relic...
- Customer communication..... | Active listening..... | Customer empathy.....
- Adaptability..... | Teamwork and collaboration..... | Creative and critical thinking.....
- Ability and eagerness to learn..... | Resilience..... | Persistence.....
- French (native).... | Spanish (native)....

## EDUCATION

**North Carolina State University**

Bachelor of Science

Computer Science with a French Minor Raleigh, North Carolina

08/2011 to 08/2015

**Hong Kong Polytechnic University (Study Abroad Semester)**

Computer Science Hung Hom, Hong Kong 01/2013 to 06/2013