

I am an insatiably curious, enthusiastic Senior Software Engineer with 6 years of technical experience. Proficient in front-end technologies like JavaScript (and Typescript), React, Angular, and Node, and comfortable with backend technologies including Java and SpringBoot. I have experience working directly with customers to troubleshoot issues and bring them to a satisfactory conclusion. I also have experience collaborating across multiple workgroups and mentoring new team members and junior engineers. Further, continuous learning is my ultimate goal, 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

- Collaborate with Product teams to design features and improvements and refine technical requirements
- Implement and test features on internal financial services
- Implement and configure feature 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
- Spearhead and coordinate creation of system environments for training and automation purposes

Senior Software Engineer – Team Lead | Platform Tools

11/2020 to 11/2021

The Walt Disney Company

Seattle, Washington

- Customer Solutions Engineer responsibilities, plus the following:
- Provide monthly reports to upper leadership on ongoing projects, tickets, and dev work
- Facilitate and follow through on conversations around critical incidents to prevent future instances
- Lead team in identifying recurring issues to facilitate solution
- Take point in communication with customers during critical incidents and keep 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

- Triage incoming issues while monitoring slack channels while on-point
- Troubleshoot issues with Java services running in AWS (Amazon's Web Service)
- Support services in production on a 24/7 on-call rotation
- Investigate Java and JavaScript code to resolve customer inquiries
- Upgrade Business Units' CMSs from previous, un-hosted models to AWS-hosted versions
- Contribute to the development of tools for provisioning and administration of the CMS
- Create and improve Python scripts to allow for easy bulk updates of service parameters in AWS
- Assist in performing weekly maintenance on hosted services in AWS, ensuring proper communication is delivered before and after work is complete.
- Leverage data in Kibana and New Relic to assist troubleshooting efforts
- Effectively communicate and collaborate 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)
- Troubleshooted 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

- Customer communication..... | Active listening..... | Customer empathy.....
- Adaptability..... | Teamwork..... | Creative and critical thinking.....
- Ability and eagerness to learn.....
- 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...

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