Eric (H.) Lee

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KEY SKILLS

- Programming languages: **Python, Java, Bash**
- Web/scripting languages: **HTML, CSS, JavaScript, SQL**
- Library/Frameworks: ReactJS, Redux, React-Router, React Intl, Express.js, Jest, Enzyme
- Docker, Git/GitHub, MongoDB, Webpack

EMPLOYMENT HISTORY

Junior Software Engineer   **May 2019 – Apr 2020**
Conversocial (UK), London

- Prototyped, built and maintained an autocomplete suggestion feature using React, Redux and Draft.js; Wrote unit tests with each code commit to validate functionality using Jest and Enzyme; Received positive reviews from end users.
- Implemented an emoji picker in product reply box using emoji-mart library.
- Collaborated with team on revamping side panel app; integrated a drag and drop between tabs feature for CSM apps using react-beautiful-dnd and CSS styling.
- Provided fixes on customer support tickets by investigating and resolving bugs; Contacted third-party extension providers to troubleshoot compatibility issues.
- Removed obsolete and refactored spaghetti code in core front-end functionalities.
- Assisted with writing user acceptance tests using Python and Selenium.

Technical Support Engineer   **Oct 2018 – Apr 2019**
Verv, Green Running Ltd, London

- Provided technical support assistance for trial clients and product end-users via Zendesk support and Intercom chat.
- Created an online knowledge guide and documented common troubleshooting issues to enable product users to gain self-help ability.
- Collaborated with internal Platform and Front-end teams to report customer feedback and bugs via verbal and written communication, JIRA/Atlassian integration tools.
- Assisted in the preparation and testing of products for upcoming and in-progress trials.
- Identified and resolved hidden problems with the ATE system used to perform product tests by mobilising and coordinating with relevant teams to devise solutions.
- Took ownership of inventory management of existing product stocks and parts.
- Completed fulfilment by dispatching customer orders and replacements.

e-Commerce Java Development Support Intern   **May 2016 – Apr 2018**
IBM Canada, Toronto

- Provided technical support assistance for IBM WebSphere Commerce/Commerce on Cloud clients using problem determination and source identification skills.
- Resolved 35 percent of tickets compared with a team average of 17 percent; North American team receives 53% of worldwide tickets.
- Received 6 out of 9 promoter surveys in 2017; 4 of which received perfect scores.
- Communicated action plans to clients or IBM representatives through consistent email and phone calls; Collaborated with other support teams to prioritise and diagnose problems to resolution; Completed weekend on-call shifts on a rotational basis.
- Assisted in new hire training; tasks include ticket handling instructions and mentoring.

EDUCATION

- **Queen's University at Kingston** (Sep 2013 — May 2018)
  Bachelor of Computing (Honours), Specialization in Software Design
  Dean's Honour List 2017-18