# Hanen Ngai

h3ngai@uwaterloo.ca | 647 854 4954 | github.com/hanenngai | linkedin.com/hanenngai

## Skills

- Languages: JavaScript, TypeScript, Golang, Python, HTML, CSS, C/C++, Java
- Technologies: React, Django, Jest
- Tools: Git, JIRA, Unix

## Experience

### JUNIOR DEVELOPER | 1PASSWORD                                         MAY – AUGUST 2022

- Improved user insights by updating events API to record customer usages of 1Password features.
- Provided business insights by creating a customer departure survey for 1Password users.
- Updated the HIBP report to alert them of accounts with breached passwords using HIBP API.
- Created front-end testing with Jest and back-end table testing in Go.
- Reduced the workload of the customer service team by responding to customer emails and working on bugs reported by customers in React and Go.

### FULL STACK DEVELOPER | EMPIRE LIFE                        SEPTEMBER – DECEMBER 2021

- Reduced thousands of customer service calls by developing an online form for customers to change their address using React.
- Improved site navigability by creating a side menu with links to popular web pages with over 1000 clicks a month tracked by Google Analytics
- Maintained the dashboard to comply with AODA principles and maintained the Chatbot with Dialogflow
- Utilized the JIRA board for agile project management

### CAMP COUNSELLOR | CITY OF MARKHAM                             JUNE – AUGUST 2019

- Wrote detailed formal reports involving incidents, site checks, and injuries for permanent record
- Developed problem solving skills under high pressure situations through resolving time sensitive conflicts under the public's eye
- Communicated with parents and children directly for customer satisfaction

## Key Projects

### PASTER PROGRAM

- Created a program in C to download strips of PNGs from a server and concatenate to a single PNG.
- Utilized the cURL library to connect and receive data from a server.
- Multithread implementation: Reduced the runtime from 62 seconds to 4 seconds for 100 PNGs.

## Education

### UNIVERSITY OF WATERLOO                                                         2019 - 2024

- Candidate for Bachelor of Applied Sciences, 3B Computer Engineering
- Courses: Algorithms and Data Structures (C++), Systems Programming and Concurrency (C), Databases