

# IDEN TANG

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## Projects

### Inventory and Order Management System (HK-Can Hackathon 2024)

Toronto, ON

<https://github.com/nicholas1022/hackathon-demo>

March 2024 – Current

- Led a team of 3 software engineers to formulate and deliver a solution for real-time inventory and order management system for a Canadian company, Winful Seafood International Ltd, aimed at enhancing order accuracy, improving inventory management operations, and preventing over-selling in 3 weeks.
- Designed wireframe and implemented interactive user interfaces with Next.js, Material UI, and TailwindCSS for warehouse management and sales operations, enabling real-time inventory tracking, order placement, and product catalogue display.
- Engaged with customers to quickly understand business logic, collect requirements in business terms, and transitioned them into specifications for design and development purposes.

## Work Experience

### Savvy Tech Limited

Hong Kong

Software Engineer, Depths (<https://www.depths.so/>)

Nov 2022 – May 2023

- Developed a grid layout with stacked resource cards with lazy loading implemented, empowering users to explore, curate, and upvote inspiring resources, using Next.js, TypeScript, Chakra UI, and GraphQL.
- Designed an end-to-end user password recovery service that encompasses the entire flow, including the provision of a password recovery option, user identification, verification, password reset action, and confirmation.
- Implemented a secure password reset service utilizing AWS Lambda and AWS Simple Email Service functions, employing one-time tokens via REST APIs for verification, and subsequently directing users to a protected service for new password entry.
- Collaborated with the CTO in the design and implementation of key services, including user onboarding, activation, directory, and profiles. Delivered within budget and ahead of schedule. Achieved increased user base and revenue.

### Walt Disney Company

Hong Kong

Intern, Technology & Digital Department

May 2022 – Jan 2023

- Investigated more than 60 support ticket incidents from ServiceNow platform, implementing solutions with SQL queries and collaborating with developers to design modifications that improved data consistency.
- Managed bug fixes, prioritized tasks, and negotiated release timelines for the WeChat Mini Program project in collaboration with Tencent, the vendor. Through regular weekly and ad hoc meetings, successfully reduced over 120 defects before release and delivered the app to over 5K unique visitors from Mainland China within the first month.
- Collected business requirements, designed functional requirement specifications, created test cases, and conducted testings for other projects, such as AR hotel room tours, an APK download page for official mobile app, device renewal, and car park system integration.

## Skills

**Proficient** in JavaScript/TypeScript (Next.js, React.js, Node.js), HTML5, CSS3, Chakra UI, TailwindCSS, Material UI, REST API, SQL Server, PostgreSQL

**Experienced** in GraphQL, Python, Storybook, AWS, MongoDB, Framer Motion, Jira, Git, Figma, Tableau, Postman

**Native** in Cantonese, **Fluent** in English and Mandarin

## Education

### City University of Hong Kong

2018 – 2022

Bachelor of Business Administration in Global Business Systems Management, Information Systems

### San Francisco State University

2021

Overseas Exchange Program, Business Administration

**Certification:** Professional Scrum Product Owner (PSPO I), *Scrum.org*

Apr 2023