

YI TIAN (LEO) LIU

Software Engineer

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WHO AM I?

Over 10 years of work experience in IT

Specialized in Backend Software Engineering

Built scalable and reliable SaaS projects



EXPERIENCE

2022 – 2024
full time

Senior Software Engineer

Offworld Industries

- Delivered a web application called *Robomerge* to boost development productivity by 90%
- Led website and game web services development and operation to increase reliability by 40%

Project: Robomerge

Integrated an open-source utility in the Unreal Engine to the team's process to automatically merge code branches and warn people on Slack about any conflicts. IT saved the game team hundreds of hours every month to deal with merge conflicts

2016 – 2022
full time

Intermediate Software Engineer

Readymode

- Built a infra provision tool to help the company to save engineers 100+ hours per week
- Built a deployment tool to help the company to increase system reliability by 200%
- Led a team to build a sales pipeline system to help users to grow their sales by 200%
- Led a team to create a gamification system to train 100k+ users to learn software features
- Led a team to create an advance search system to improve lead info search speed by 70+ %
- Built a licensing system to help the company to collect 30+ thousands dollars missing revenue
- Created a system to track tech support agents stat to reduce management workload by 80%

Project: Gamification Training System

Led a team to create a gamified training system with quests for learning complex software features. Collected user data for troubleshooting and assessment. Accelerated user onboarding and improved training engagement.

Project: Sales Pipeline Optimization

Developed a fast-performing application to track sales leads and bottlenecks. Used data caching, aggregation, and query optimization for speed. Improved customer ability to manage sales pipelines effectively.

2014 – 2016
full time

Junior Software Engineer

Readymode

- Developed a payment website to help over 1000+ clients to make payment online easily
- Developed call center data reports to improved data visibility to gain 100+ user complements

Project: Tech Support Performance Management System

Created a system to track tech support agents' work hours and calculate wages accurately. Ensured fair pay, motivated punctuality, and clarified promotion criteria.

Project: Agent, Call Log, and Dialer Reports

Developed reports to extract and present call center data with filtering, sorting, and heatmap features. Improved data visibility, enabling better decision-making.

EDUCATION

2008 – 2012

Bachelor's Degree

University of British Columbia

Computer Engineering Software Option