Jacky Chung

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Work Experience

Intuit, Edmonton, Alberta May 2019 - Present

- Developed a service to connect internal REST/GraphQL APIs to our conversational platform. This reduced API integration time from weeks to days as well as introduced standardized circuit breaking, logging, and API contracts to more than 40 digital and voice experiences, helping scale the platform to over 30 million customers from 900,000
- Led the development of a caching system for API responses from an external vendor API, reducing repeated service calls by 55% and overall request latency by 10%
- Developed Intuit's new language translation service in a cross organization project using message queues, S3, PostgreSQL and Celery workers. This also includes replacing the old local file system based translation server and creating the integration with the chatbot authoring service to allow translation of digital and voice assistants to complete in weeks instead of months
- Led and developed the integration and pipeline of an in-house article search and highlight ML model with cross-functional teams to directly answer user's questions, reducing calls to agents by 18%
- Refactored logging, dashboards, and alerts by standardizing key fields such as status code, error messages, latency, retries, and transaction source to decrease customer impact analysis for production incidents from an average of 10 minutes to one

Intuit, Edmonton, Alberta (Software Developer Coop) Jan 2018 - Jan 2019

- Used React and Java Spring boot to deliver new profit and loss reporting in Quickbook Online's Projects to over 2.5 million users

Education

University of Alberta
BSc with Specialization, Computing Science Sept 2014 - April 2019

Projects

Autonomous Robotic Vehicle Project Sept 2016 - Aug 2019

Student underwater vehicle design project at the University of Alberta

- Designed the pipeline to evaluate training with simulated and real training images
- Led the computer vision team to develop modules for object detection using Darknet and Tensorflow for use in ROS, a messaging based robotics architecture (C++, Python)
- Placed 4th out of 54 teams in Robosub 2019, an international robotics competition between universities across the globe

Technical Skills

- Languages: Java, Python, Javascript/Typescript, Kotlin
- Frameworks/Tools: Spring, React, SQL
- Infrastructure: AWS Lambda, S3, DynamoDB, Kubernetes, Argo