

JACKY LI

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SOFTWARE ENGINEER

Motivated, inquisitive, detail-oriented **Software Engineer** who leverages excellent design, code writing, and testing skills to deliver scalable solutions and ideate innovative products. Thrives in environments that require out-of-the-box thinking, understanding users, cross-functional work, and communicating to technical and non-technical audiences.

PROFESSIONAL EXPERIENCE

[SOFTWARE ENGINEER](#) | Flexport | Apr 2021–Oct 2023

Onboarding Checklist Project (Ruby on Rails, PostgreSQL, GraphQL, React, Amplitude) | Jan 2023–Mar 2023

- Led 6 team members for a project targeting an external client application to sync an internal dashboard checklist by automatically providing updates regarding task status based on user actions.
- Wrote the technical specifications and created and maintained several tickets while onboarding new members.
- Closed feedback loops through stakeholder feedback and leading testing sessions and demos with technical and non-technical audiences, resulting in an on-time launch through a company-wide Slack announcement.

Unified Invoicing Experience for A New SMB Application (Ruby on Rails, SQL, Looker) | Aug 2023–Sep 2023

- Collaborated with the company's newly acquired billing team to streamline payments for invoices from both platforms within the acquired company's invoicing system.
- Automated invoice CSV creation using Looker to enhance processing speeds, providing a dynamic and easy to use query interface for non-technical users.
- Coordinated cross-functional communication with Project Managers and legal teams to identify data requirements, resulting in a tailored SQL query, tables, and SOP for the ops team.

Accelerated Payment Verification Project (Ruby on Rails, React, Amplitude) | Sep 2022

- Owned the project end-to-end, from authoring the technical specification, to implementation and testing.
- Designed a quick-release solution, which involved deploying two automated email reminders to improve immediate metric performance.
- Enhanced user experience beyond initial project scope by integrating a clearer call-to-action (CTA) for payment verification in the user interface, reducing the amount of steps in the user workflow.

[AI DEVELOPER](#) | Lonely Octopus | Apr 2024–May 2024

Streamlit App with AIConfig (Python, Streamlit, AIConfig, ChromaDB) | Apr 2024–May 2024

- Acted as lead engineer in a team of 4 to build an application using Lastmile AI's framework, AIConfig. The app was presented to the Lastmile AI team, and intended to be used for marketing and feedback purposes.
- Leveraged AIConfig to use and manage multiple LLM models. Configured model settings, prompts, metadata, and parameters separately from application logic.
- Integrated RAG by segmenting then ingesting a document into a ChromaDB vector database, and creating functions to query from the collection and serialize the data.

Replicate Endpoint Model Parser (Python, AIConfig, Replicate API) | May 2024–Present

- Extended AIConfig's ModelParser class to add support for Replicate endpoints.
- Created an extension to contain the new model parser to keep AIConfig lightweight.
- Created a cookbook to aid users in usage of the model parser in order to use models on Replicate.

IMPACT

Onboarding Checklist Project

- Increased client clearing speeds by 30%, allowing for expedited client onboarding.
- Reduced shipment exceptions by 40% by improving the internal user workflow to reduce manual task completion; thus, saving ~15 hours a week in manual work and improving worker productivity.
- Contributed to a smooth transition and ramp-up period for 10 new engineers on the team through integration processes centered around the project and the onboarding domain, including, walkthroughs, writing documentation, pairing sessions, and task delegation.

Unified Invoicing Experience for A New SMB Application

- This automation is expected to reduce daily manual operations by 2.5 hours.
- Ensured solution scalability as the new app is rolled out and shipments increase.
- Optimized user experience by identifying and removing redundant notifications during the migration process.

Accelerated Payment Verification Project

- Reduced average client time to verify payment from 2 weeks to 4 days.
- Decreased percentage of blocked customs bond purchases due to unverified payment methods by 10%.
- Gathered data demonstrating 1/3 of clients with verified payment methods had an ingress point from reminder emails.

Replicate Endpoint Model Parser

- Increase amount of available open source models in AIConfig by over 25,000 with added support of Replicate

PROJECTS

Newsletter Hub (React, NextJS, NestJS, PostgreSQL, Redis, Docker, AWS) | Oct 2023–Present

- Led development of MVP by managing a team of 3 engineers. Created the PRD for the project, and engaged in recurring meetings and demos to review and approve designs and implementations throughout the project.
- Improved application by engaging in post MVP bug testing and fixing, and by adding incremental features to prepare for launch.
- Added Redis caching to improve page load time and reduce the number of backend and database calls.

Data Analysis of Canada's Job Market (Python, Pandas, Seaborn, Matplotlib, OpenAI API) | Apr 2024

- Used Pandas to pre-process and clean data from various different employee wage datasets pulled from Statistics Canada.
- Created various types of charts including, line, bar, heatmap, and boxchart, to visualize findings and make inferences from the outcomes observed.
- Used Generative AI to summarize observations into an article summarizing Canada's Evolving Job Market.

ResumeFit (Python, Streamlit, OpenAI API) | Apr 2024

- Improved user experience by supporting resume file uploads parsing the job description for a job given a link to a job.
- Refined prompts sent to ChatGPT through an iterative prompt engineering approach in order to get an accurate analysis of a fit between a provided job description and resume.
- Provided additional form of analysis through the use of data visualization techniques to depict the job fit.

EDUCATION

University of California, Davis | Bachelor of Science in Engineering

Lonely Octopus | Data Science, Prompt Engineering, AI Development

TECHNICAL SKILLS

Proficient | JavaScript / React / Ruby on Rails / SQL / PostgreSQL / GraphQL / Typescript / Prompt Engineering

Familiar | Python / Docker / AWS / Redis / Pandas / Matplotlib / Seaborn / Data Visualization / AIConfig / RAG