Jack Hu

✉ jackhu242@gmail.com in /jackhu242
 /jh242
 jackhu.io

⚙ Skills

Languages   Java, Python, C/C++, JavaScript/TypeScript, Ruby, JSON, HTML, CSS/SASS, SQL, PHP
Technologies   Git, Node, REST, React, Redux, Vue, LWC, Laravel, Firebase, MongoDB, Express, Heroku

🎓 Education

University of Waterloo   September 2019 - April 2024 (Expected)
Software Engineering | 3.95 GPA   *Waterloo, ON*

📊 Experience

Heroku   May 2022 - Present
Software Engineer Intern   *San Francisco, CA*
> Conducted independent investigation on customer and developer pain points to devise intern project
> Devised comprehensive design document for feature addition to Heroku's database control plane
> Created new customer-facing **REST** endpoint with **Ruby** and CLI plugin with **TypeScript**
> Utilized strategy pattern and metaprogramming to deliver **3 new features** to Heroku database customers
> Reduced incoming support tickets by **10%** as customers have more control over their databases
> Continually saving **70%** of previously required developer hours for every new feature added to CLI plugin
> Drafted and published customer-facing documentation and help articles for use of the new feature
> Contributed to incident work remediating major security flaws

Salesforce   Septemeber 2021 - December 2021
Software Engineer Intern   *San Francisco, CA*
> Scoped and planned features for a content authoring tool to be used by teams all across Salesforce, eventually to be released to customers
> Designed and mocked UI and UX concept endorsed by senior engineers
> Developed content authoring tool using **LWC** in *5 weeks*, unblocking numerous teams ahead of schedule
> Organized and led testing blitz which resulted in **~30** implemented points of improvement
> Drafted, recorded and published various training materials used by all teams while authoring content
> Brought up concerns and led discussions which resulted in reconsideration of fundamental product architecture

Digital Extremes   January 2021 – April 2021
Full Stack Developer Intern   *London, ON*
> Constructed anniversary microsite with **HTML/JQuery + Laravel/MySQL** with dynamic account statistics recap, directly causing #Warframe to trend in **Twitter's top 20**
> Architected, implemented and documented system to automate frontend and backend modifications for quarterly product releases resulting in **90%** reduction in development time
> Created variations on landing page, conducted A/B tests resulting in **4%** improvement to player signup rate
> Built new account page in HTML/SASS by combining 6 pages to 1, greatly streamlining all UX flows
> Devised and wrote **Vue** microsite with Laravel for hosting patch notes, saving community managers hours per update on forum posts

Desire2Learn (D2L)   May 2020 – August 2020
Full Stack Developer Intern   *Toronto, ON*
> Built a new full-stack web app with **React/Redux + Express/MongoDB** to greatly enhance D2L's reach
> Implemented the MVC pattern in a **REST**ful API backend
> Envisioned and implemented a minimal responsive UI/UX for the web app
> Automated **CI/CD** using Github Actions and Heroku to minimize deployment and testing time
> Balanced server load with **PM2 clustering**, reducing request times by an average of **15%**