

JUSTIN LAI

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EDUCATION

The University of Western Ontario

London, ON

Bachelor of Science in Computer Science

Dec. 2024

Relevant Coursework: Operating Systems, OOP, Data Structures, Software Engineering, Database Systems, Web Development, Networks, Machine Learning, Algorithms

TECHNICAL SKILLS

Languages: Python, Java, SQL, JavaScript, HTML/CSS, Bash

Databases: PostgreSQL, MongoDB, SQLAlchemy, Redis

AI & Automation: OpenAI GPT, GitHub Actions

Cloud & Deployment: Netlify, Railway, Stripe Integration

Tools & Platforms: Jira, Confluence, Bitbucket, ServiceNow, MS Office 365, G Suite

Operating Systems: Windows, Linux (Ubuntu/Debian), macOS

PROJECTS

QHelpDesk (🔗 / 🌐) | *Flask, PostgreSQL, OpenAI GPT, Bootstrap*

Dec 2024 – Jan 2025

- Developed a modern help desk solution merging ticket management with GPT-based AI for real-time, context-aware customer support.
- Designed a multi-tenant architecture with custom domain support and robust role-based access control (Admin/Staff/User) for secure data isolation.
- Integrated Redis for efficient caching and real-time updates, enabling dynamic ticket status and priority management.
- Implemented Stripe for subscription management, including tiered plans, automated webhook handling, and flexible payment options.
- Built a real-time AI chat interface using OpenAI GPT to streamline ticket resolution and boost user engagement.
- Followed best practices (Flask-Login, Alembic) for secure session management and controlled database migrations.
- Provided a clean, responsive UI with Bootstrap 5 & jQuery, featuring AJAX for asynchronous updates and a smooth user experience.
- Deployed on Railway with automated CI/CD pipelines and built-in monitoring for reliable operations.

MathQuest (🔗) | *Java, JUnit, JSON, CSV, Jira, Bitbucket, Confluence*

Apr 2024

- Created a roguelike game featuring procedural map generation and dashboards to sharpen mental math skills.
- Established reliable unit/integration testing with JUnit for consistent performance and maintainability.
- Handled collaboration and documentation via Jira, Bitbucket, and Confluence.
- Utilized JSON/CSV for flexible cross-platform data storage.

Portfolio Website (🔗 / 🌐) | *HTML, CSS, Netlify*

Dec 2024

- Developed and deployed a responsive portfolio showcasing projects; leveraged Netlify for CI/CD automation.
- Implemented modern UI/UX principles for an intuitive browsing experience.

CERTIFICATIONS

CompTIA A+ Certification

LEADERSHIP EXPERIENCE

City of Mississauga

Mississauga, ON

Learn to Skate Instructor

Dec. 2018 – Present

- Delivered structured lessons to over 500 participants, breaking down complex skating techniques into simple steps.
- Maintained ongoing communication with parents, providing timely progress updates and feedback.
- Developed strong organizational, leadership, and time-management skills in a fast-paced setting.