

# 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

**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.
- 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.
- Utilized semantic HTML5 and modern CSS3 techniques to achieve high Lighthouse scores, enhancing performance and accessibility across devices.

## 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.