

# JOEY LAI

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## OBJECTIVE

Develop and acquire more programming skills with a team of highly skilled professionals.

## EDUCATION

Bachelor of Computer Information Systems (Business Minor) 2012 – Present  
Mount Royal University Calgary, AB

- Anticipated graduation year 2015

Diploma in Information Technology Software Development with Honors 2011  
SAIT Polytechnic Calgary, AB

- Cumulative GPA of 3.85/4.0

## PROGRAMMING SKILLS

- Experience with object oriented programming languages (Java, C# ASP.NET)
- Skilled with web development (HTML5, CSS3, PHP, XML, jQuery, JavaScript, MySQL, J2EE, JDBC, Ruby)
- Applied software engineering skills (Analysis/Design) to information systems
- Involved in agile development practices; SCRUM and Extreme Programming
- Proficient with many code refactoring techniques and software architectural/design patterns
- Knowledge in abstract data types, concepts of data structures, and complex algorithms for efficient programming
- Acquired necessary skills for database query languages (SQL, PL/SQL, SQL Server)

## COMPUTER SKILLS

- Experienced with Eclipse IDE, NetBeans IDE, VM Workstation, Oracle Database 10g Express Edition, Borland Together 6.2, Microsoft Windows Command Prompt
- Worked with different code revision control systems such as CVS, SVN, and Git
- Developed skills in the use of Microsoft Windows XP, Windows 7, Mac OS, and Linux
- Familiar with mobile OS's such as iOS, Android, BlackBerry OS, Windows Mobile, and Symbian
- Worked in different web server environments such as Apache, Tomcat, Glassfish and MySQL servers
- Knowledgeable in the functions of different hardware components in a computer
- Experienced user of Microsoft Word, PowerPoint and Project 2010; prepared technical documents, presentations, and monitored project progress

## SOFT SKILLS

- Working in a team; worked with a team of 20+ developers and business analysts at CGI. Paired with multiple developers to resolve technical issues and business analysts to define system requirements
- Communication skills; prepared multiple knowledge transfer presentations to a team in India
- Time management skills; able to balance school, work, and personal time without sacrificing quality of work accomplished
- Self-disciplined; capable of prioritizing and completing assigned tasks before the given due date. Able to estimate for prioritized bugs/tasks

## RELATED WORK EXPERIENCE

Independent Developer  
ITforDev

2013 – Present  
Calgary, AB

- Consulting at Evoco Inc, An Accruent Company as a Production Support (Service) Developer
- SaaS construction change management system
- Data integration; from client source systems (SAP)
- Implementing client requests
- Diagnosing/ resolving client issues
- Maintenance on legacy/production systems

Freelance Developer  
jlai Inc.

2013 – Present  
Calgary, AB

- Software development consulting
- Tutoring object oriented programming languages such as Java
- Web page construction

Junior Java Developer  
CGI Group Inc.

2011 – Present  
Calgary, AB

- Worked with a team of developers and business analysts on a production accounting system (PAS) for the Oil and Gas industry.
- Wrote rapid scenario tests that ran against memory to decrease CVS check in time
- Produced UML diagrams to lay out system behaviors and activities
- Code refactoring's; utilized design patterns such as Decorator, Façade, Factory, Singleton, Specification, and Strategy; made legacy code more maintainable
- Prepared training presentations for knowledge transfer within the team globally
- Collaborated with a team in India using follow-the-sun global business workflow model

## ADDITIONAL WORK EXPERIENCE

Sales Consultant  
Rogers Plus Store #628

2008 – 2011  
Calgary, AB

- Trained new employees to conform with current practices resulting in continued customer satisfaction
- Showed leadership in managing daily tasks of other employees
- Maintained an average of +80% CSAT (Customer satisfaction surveys)
- Clearly demonstrated and explained features of new cellular devices to customers
- Handled and resolved customer conflicts professionally resulting in continued customer satisfaction

## CERTIFICATIONS/HONOURS/AWARDS

SAIT Information Systems Award  
Acclivus R<sup>3</sup> interAction Certificate  
Acclivus R<sup>3</sup> transAction Certificate  
Alexander Rutherford Scholarship  
Rogers Sales Certification

2010  
2009  
2009  
2009  
2008

## REFERENCES/PORTFOLIO AVAILABLE UPON REQUEST