JOSHUA YEUNG

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Experience

Bank of Montreal (BMO)   Toronto, Ontario

Software Developer | *Online Banking for Business (OLBB)*   **Sep. 2025 – Dec. 2025**

- Built a **serverless RAG chatbot** using **AWS Lambda, Bedrock, and S3-backed vector knowledge bases** with **OpenSearch**, and automated **Puppeteer** pipelines to scrape OLBB Single Page Applications, ingesting 100+ documents for retrieval
- Designed a **multi-agent Supervisor–Collaborator architecture** to classify query intent and route tasks to specialized agents, improving response accuracy and reducing latency by 40% and lowering Help Center traffic by 50%
- Engineered framework-agnostic, WCAG 2.2 AA compliant Web Components using **Angular + Storybook** for BMO's Lexicon Design Systems, adopted by 300+ developers and UI/UX designers, reducing frontend integration time by 25%
- Collaborated in bi-weekly Agile sprints to deliver production-ready UI/UX updates supporting OLBB experiences used by 60,000+ clients, contributing to faster, more reliable product releases

Cloud Developer | *Digital Core B2C*   **Jan. 2025 – April 2025**

- Maintained and scaled REST APIs using **AWS Lambda, Gateway**, and **Node.js**, with **Swagger/Postman** driven validation delivering 95%+ reliability and cutting integration defects by 50%.
- Developed a secure API to dynamically enable or disable **CloudWatch** using **IAM** role policies, enhancing operational control and reducing unnecessary logging overhead by an estimated 40%, contributing to improved cost efficiency
- Created an internal **React** dashboard for the Digital Core B2C team to visualize key performance indicators, leveraging **CloudWatch** and **DynamoDB** for real-time data on customer engagement

Business Analyst | *Help Desk*   **Jan. 2024 – April 2024**

- Utilized **Python** and **Selenium** to automate tests, streamline processes, and automate repeated manual tasks, enhancing operational efficiency from 3 hours to 30 minutes for the Help Desk Support Team
- Wrote and executed **SQL** queries on Microsoft SQL Server to organize and clean up company databases, ensuring data integrity and accessibility

Education

University of Waterloo   Waterloo, Ontario

Bachelor of Computer Science   **Sep. 2021 – Aug. 2026**

- Data Structures & Algorithms, Operating Systems, Artificial Intelligence, Computer Networks, Database Systems

Wilfrid Laurier University   Waterloo, Ontario

Bachelor of Business Administration   **Sep. 2021 – Aug. 2026**

- Finance, Accounting, Marketing, Economics, Operations Management, Business Law, Organizational Behaviour

Extracurriculars

UW Blueprint ○   University of Waterloo

Software Developer   **Sep. 2025 – Present**

- Built a financial-literacy web platform for Extend-A-Family Waterloo Region using **React**, **Node.js**, **Firebase**, and **MongoDB**, digitizing their paper curriculum for neurodiverse learners and meeting AA accessibility standards
- Implemented dynamic module-creation and progress-tracking tools that enabled administrators and facilitators to update content, review learner performance, and support individualized learning journeys without developer intervention
- Shipped features in 2-week Agile sprints through pair programming, code reviews, and cross-functional collaboration with designers and PMs, ensuring reliable delivery aligned with user and stakeholder needs

Projects

Chess ○ | *C++, X11, Git, Makefile*   **Dec. 2023**

- Built a comprehensive chess engine featuring an AI opponent and a graphical user interface (GUI), leveraging a wide range of object-oriented programming techniques
- Applied **UML** diagrams within a **Model-View-Controller (MVC)** architecture to evaluate class interactions and reduce dependencies whilst enabling seamless communication

Technical Skills

Languages: C/C++, Python, JavaScript/TypeScript, HTML/CSS, SQL
Frameworks: React, Angular, Express.js, Selenium
Developer Tools: AWS, Docker, Node.js, Git/Github, Figma, MongoDB, Linux/Bash, Firebase, Postman, Jira