Meagan Lai

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SKILLS

Python	PeopleCode
JavaScript	MySQL
HTML5	SASS
CSS3	UI/UX Design
React JS	

TOOLS

Git	Jest	Illustrator
REST	Figma	Npm
SOAP	Photoshop	Yarn

EDUCATION

University of Waterloo

Bachelor of Science, Health Studies

RELEVANT COURSES:

Introduction to CS 1 & 2
Data types and structures
Algorithm design and data abstraction

SOFT SKILLS

Quick Learner
Organized
Hard Working
Excellent Communicator
Detail Oriented

WORK EXPERIENCE

Software Developer — University of Waterloo

APRIL 2022 TO PRESENT — WATERLOO, ON

- Led campus-wide system upgrade, rebuilt and improved interfaces to enhance functionality and user experience
- Developed Python integrations to connect third-party software to the student information system and in-house applications using SOAP API
- Deployed patches, implemented unit and functional testing, and ensured smooth adoption across campus
- Integrated third-party applications with the student information system using PeopleCode and JSON via REST and SOAP API, enabling real-time database updates between systems
- Designed SQL tables and schema to future-proof data input, simplifying future changes to field or values by modifying tables instead of code
- Collaborated with teams across departments to launch the new system, used by multiple course administration offices
- Enhanced web interfaces using JavaScript, HTML, and CSS, connected to a MySQL database, to improve functionality and usability for admins and end-users
- Added features, including a delete button to remove outdated buildings, rooms, and users, reducing reliance on external teams for updates
- Updated the interface by removing redundant fields and introducing multi-select options to improve user customization
- Improved user workflows and streamlined processes, reducing need for technical support by 22%
- Wrote documentation for production support, service-level agreements, service management, and solution design
- Provided production support for major product launches and tested GRID, CPU, OS, and Exadata server upgrades

Computing Consultant — University of Waterloo

AUGUST 2018 TO APRIL 2022 — WATERLOO, ON

- Delivered 2nd-tier support for enterprise IT systems, including Exchange, AD, SailPoint, and Office 365
- Led documentation and training programs for large-scale deployments of Microsoft Teams and Office 365
- Used Jira and Confluence to manage incidents, track escalations, and improve SLA adherence
- Modified user, group, and computer objects using Active Directory.

PROJECTS

Front End Developer — Sustainify

1st PLACE | HACKNYU 2019

- First place winning mobile application, allowing users to scan their waste material, identify which parts can and cannot be recycled using computer vision as well as locate the closest waste bin, and view how much energy users saved.
- Planned, designed, and developed the front-end for iOS and Android using React-Native with easy to use and flexible UI/UX.