

# Michelle Lam

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## Skills

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Languages: Python, SQL, Java, JavaScript, HTML/CSS  
Tools/Frameworks: Flask, Node.js, Express.js, React

## Experience

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**Software Engineer** 02. 2021 → Present  
LinkedIn

- Facilitated the transition for high-value advertisers (monthly spend over \$1000) from threshold-based credit card billing to monthly billing, significantly reducing the frequency of credit card charges.
- Led efforts to address challenges in receipt generation and developed scalable solutions, including customizable receipt options for clients to modify legal content and flexible fields to support future business lines in tailoring receipts.
- Directed a team of six engineers to implement a key feature that enables the collection of custom CRM configurations from customers, resulting in significantly improved accuracy of report generation
- Enabled multi-currency support in Salesforce CRM integration to allow over 20+ successful daily data ingestion of different currency set up
- Added new data pipeline to standardize 6+ GB worth of external CRM entities into LinkedIn entities for report generation on a daily basis, providing better insights of customer's ad performance within LinkedIn
- Fixed major pipeline issues in Azure, preventing a loss of millions of dollars of revenue, by coordinating with SRE on call, other development teams of six people and Microsoft Azure team

**Software Engineer** 07. 2019 → 01. 2021  
Teachable

- Brought in over \$1 million in revenue within a month of enabling school owners to specify content access duration for students
- Ensured the accuracy and timeliness of payments to over 14,000 monthly users by designing a system in Ruby to generate insights and identify potential issues
- Implemented new integrations with the Stripe API for school plan upgrade workflows, providing significantly greater transparency in company's payment model to customers

## Volunteer

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**Software Engineer** 06. 2023 → 09. 2023  
U.S. Digital Response

- Created audit reports for stakeholders to validate budgeting and spending numbers within reporting periods for different projects on monthly basis in Node.js and Express

**Web Developer** 07. 2020 → 12. 2020  
Levare

- Developed an ecommerce site with GraphQL and React while optimizing database calls and structuring user flows to avoid incurring unnecessary expenses

## Education

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**NYU Tandon School of Engineering** 09. 2015 → 05. 2019  
B.S. in Computer Science

- Relevant Coursework: Full Stack Web Development, Info Visualization, Operating Systems, Databases