

# 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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### Senior Software Engineer

03. 2023 → Present

LinkedIn

- Facilitated the back-end flow of transitioning 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

### Software Engineer

02. 2021 → 03. 2023

LinkedIn

- 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

## 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