

Michelle Lee

Software Engineer

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[LinkedIn](#) • San Diego, CA

Forward focused and dedicated Software Engineer with experience in designing and developing innovative solutions. Proven track record of enhancing user interfaces and improving customer experience in the tech industry. Well-versed in front-end development and skilled in building and refining customer-facing features. Proficient in multiple programming languages, with knowledge of software development methodologies and best practices. Adept in collaborating with cross-functional teams to deliver high-quality projects on time. Motivated and committed to continuous learning and professional development in the software engineering field.

Areas of Expertise

- Software Engineering
- System Analysis & Testing
- Quality Assurance
- Technical Project Management
- Information Systems Management
- Technical Writing
- Software Development Lifecycle
- Client Relations
- Mentoring & Coaching

Professional Experience

Intuit, San Diego, CA

2020 — 2024

Software Engineer II

Developed and maintained customer-facing features within TurboTax Live using React.js, JavaScript, CSS, and Typescript. Authored comprehensive unit and automation tests to uphold software quality and conduct thorough QA to prevent production bugs, utilizing Splunk for regular experience availability monitoring. Engaged in A/B testing to refine existing features and develop new enhancements, ensuring continuous and rapid product evolution. Produced thorough documentation for features, including the creation of JIRA tickets and timelines in adherence to project requirements.

- Collaborated with design, product management, and analytics teams to enhance customer satisfaction and facilitate access to experts for assistance during the filing process by implementing UI updates as well as streamlined experiences which allowed customers to connect with experts in fewer clicks.
- Successfully implemented Race Mode for TurboTax, enhancing customer engagement by enabling progress tracking and goal setting for tax return completion, ultimately resulting in reduced time-to-complete and improved overall rates of completion for customers.
- Streamlined the tax summary page and finish-and-file experience by removing excess pages and consolidating summary data into fewer screens, significantly reducing customer time spent and increasing completion rates.
- Implemented dry test for gauging customer interest in pre-ack refund advance loans, resulting in an over 50% take rate and plans to implement the feature for future tax seasons.
- Provided mentorship to interns and junior team members, fostering a collaborative environment and holding regular one-on-one meetings in order to ensure their continued improvement and success.
- Worked on ASQR, an internal automation pipeline tool, as an early adopter and implemented automation tests to cover 100% of flows of my team's owned assets, while also working on UI enhancements to the tool's frontend including accessibility improvements, resulting in an improved accessibility score of over 20 points (using Lighthouse scoring).

Trained with scrum team to develop skills in front-end programming and Agile development.

- Completed boot camp in React and Javascript in order to form a strong foundation for technical skill sets needed for contributing to various projects.
- Contributed to various customer-facing features including Persistent Access Widget, which is a feature intended to allow customers to continuously access tax expert assistance throughout the filing experience.
- Worked with the tech evangelist team to develop a proof of concept for an internal site called Tech @ Intuit, in order to highlight technical achievements within the programming and development spaces at Intuit and provide details on new areas of focus for the company.

Education

University of California Irvine, Irvine, CA

- Coursework in Python, C++, and Java, including work on data structures, informatics, and critical writing in information technology.
- Volunteered as a mentor in the Women in Information and Computer Science Club (WICS), providing mentorship and guidance to underclassmen.

Technical Proficiencies

React.js | JavaScript | CSS | Typescript