

Matthew Phan

☎ (+1) 416-580-1499 | ✉ matt.t.phan@gmail.com | 🌐 matt-t-phan

Work Experience

Senior Software Developer | Jan. 2024 - Present | Toronto, Canada.

Harris Computer . harriscomputer.com

- Spearheaded a successful accessibility initiative for the LinkV4 customer portal, ensuring WCAG compliance and achieving a 90% accessibility rating, improving user experience.
- Rewrote the scheduling service software, enhancing robustness and reliability by 100%, leading to increased system stability and performance.
- Led the integration of third-party systems (FIS, Cisco Finesse, AMI Interfaces) into company products, collaborating with project managers and technical consultants to ensure seamless data flow.

Software Developer | Feb. 2018 - Jan. 2024 | Toronto, Canada.

Harris Computer . harriscomputer.com

- Conducted monthly R&D code review and knowledge share sessions improving efficiency and quality of the code base.
- Enhanced the existing REST API security: OWASP standards, Veracode SAST/DAST, and PII compliance.
- Mentored five junior developers promoting best practices, code quality, and documentation standards, fostering a culture of learning and growth.

General Manager | Sept 2012 - Aug 2014 | Vaughan, ON

Five Guys Burgers and Fries . fiveguys.ca

- Led and mentored a top-performing team, achieving top 1% ranking for brand standards and cleanliness in NA.
- Analyzed financial records to identify revenue optimization opportunities, achieving a 15% reduction in COGS.
- Strengthened team dynamics, fostering professional growth and development.

PROJECTS

End-to-End Integration Solutions for Financial and Communication Platforms

AMI | Cisco Finesse | FIS / Invoice Cloud / Paymentus

- Designed an AMI interface leveraged with multiple vendors (Smartworks, Honeywell, Sentryx) leveraging REST and Multispeak specifications for communication.
- Integrated with Cisco Finesse using XMPP protocols to improve CSR's information gathering and communication with clients.
- Updated and optimized integration with payment providers for handling pre-authorized payments and saving payment methods.

Customizable Client Portal Development: Link V3/V4

- Created a WCAG standard scanning tool using Cypress-Axe replacing deprecated tools like Compliance Sheriff.
- Implemented and Retrofitted payment solutions ensuring PCI compliance.
- Improved performance and security implementing caching, OWASP standards and DNN compatibility.

Technical Expertise

Languages: C#, JavaScript, TypeScript, Python, SQL, PowerShell, C/C++.

Technologies: REST, Git, SVN, GraphQL, RDBMS, .NET, ASP.NET, Vue.js, React, Docker, OpenAPI.

IDEs: MS Visual Studio, VSCode, SSMS.

Education

Seneca College | Sept. 2014 - Jan. 2018 | Toronto, ON, Canada

Honours Bachelor of Technology in Software Development