

Matthew Phan

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Work Experience

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

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- Designed and deployed a stateless micro-service using .NET Framework with REST API for generating and exporting reports, supporting scalability and ease of monitoring in both on-premise and cloud environments.
- Led the development of WCAG-compliant features for the customer portal, achieving a 90% accessibility rating and improving digital accessibility for all users.
- Led the integration of third-party systems such as FIS payments, Cisco Finesse, and several AMI Interfaces, ensuring seamless data flow for mission-critical transactions.
- Worked on full-stack development of reactive web applications using VueJS, TypeScript, and Node.js, contributing to both front-end and back-end improvements.
- Rewrote the scheduling service software, doubling robustness and reliability by leading to increased system stability and performance.

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

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- 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.

PROJECTS

Crystal Reports Micro-Service

- Designed and implemented a stateless Crystal Reports Micro-Service using .NET Framework with REST API for generating, running, and exporting reports, supporting on-premise and cloud environments.
- Enabled scalability through containerizing the micro-service allowing horizontal scaling and flexible deployment.
- Implemented comprehensive logging to track API interactions and system performance, facilitating easier monitoring, debugging and continuous optimizations.

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

AMI | Cisco Finesse | FIS / Invoice Cloud / Paymentus

- Updated and optimized integration with payment providers (Paymentus, FIS, Invoice Cloud) for handling pre-authorized payments and saving payment methods.
- 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.

Customizable Client Portal Development: Link V3/V4

- Created an inhouse 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: React, Vue.js, REST, Node.js, GraphQL, gRPC, Git, SVN, .NET Core, .NET, ASP.NET, Docker, AWS, RDBMS, MongoDB, redis, OpenAPI.

IDEs: MS Visual Studio, VSCode, SSMS.

Education

Seneca College | Toronto, ON, Canada |

Honours Bachelor of Technology in Software Development