

Courtney Ngai

Portfolio: iamcngai.com
Email: ngaicourtney0@gmail.com
LinkedIn: [cngai](https://www.linkedin.com/in/cngai)

PROFESSIONAL EXPERIENCE

PAYPAL, SCOTTSDALE, ARIZONA

Software Engineer 3

Feb 2023 - Present

- Tech Lead for internal/external products that empower credit merchants to offer Buy Now Pay Later products. Collaborate w/ Product Manager and User Experience Designers on feature requirements and timeline. Provide project updates to stakeholders.
- Scrum master for 3 teams of 4-7 members. Reduced scrum ceremony meeting time by 1.5 hrs. Migrated 2 teams to a Scrum/Kanban hybrid model which gave engineers 2 hours of development time back each week.
- Build and maintain React, Node, and GraphQL applications to support the next generation of PayPal Credit merchant experiences.
- Reduced unit test CI/CD pipeline time by 30%. Improved team's web application unit tests by 10%.
- Provide mentorship to new hires and interns.

PAYPAL, SCOTTSDALE, ARIZONA

Software Engineer 2

Feb 2021 - Feb 2023

- Tech Lead for internal products that empower credit merchants to offer Buy Now Pay Later products.
- Build and maintain React/Node/GraphQL applications to support BNPL products; PayPal Cashback Mastercard repayments, notifications, and autopay experience features; and triaging/remediation of credit accounts.
- Owned PayPal Credit eligibility, financing, repayments, and consumer rewards REST services which serves millions of requests per day from internal PayPal services.
- Built Splunk and SignalFX alerts and monitoring dashboards for triage support for microservices.
- 2022 Global RCG Connect Conference MC. Moderator/Q&A Panelist to over 500+ students at PayPal AMA events. Recent College Graduate and Credit Hackathon Committee member.

PAYPAL, SCOTTSDALE, ARIZONA

Software Engineer 1

July 2019 - Feb 2021

- Design and development of React/Node web application and GraphQL API facilitating the checkout experience for Buy Now Pay Later credit products in the US, France, and Great Britain.
- Enhanced internal credit admin console React/Node web application to send remediation CloudEvents around account status and card activation for Venmo Credit Card product.
- Design and development of RESTful API facilitating the eligibility decision and financing option available for customers applying for PayPal Credit.

PAYPAL, SCOTTSDALE, ARIZONA

Software Engineer Intern

May 2018 - Aug 2018

- Developed and designed an internal credit admin console web application using React, Node.js, Express.js, Bootstrap for mid-tier credit financing Java REST API.
- Implemented SSO with 2-Factor Authentication, created builds via Jenkins, deployed web application.

AVNET, CHANDLER, ARIZONA

Software Engineer Intern

May 2017 - Aug 2017

- Created iOS IOT Bluetooth application to demonstrate 3D Motion Graphics with user interactive motion.

Data Analytics Intern

May 2016 - Aug 2016

- Modified and demonstrated IoT IBM Bluemix dashboard web application code using HTML, JS, and CSS.

AWARDS

- SPOT award for tech lead contributions to PayPal Funded 0% APR Promo Oct 2022
- SPOT award for user experience contributions to PayPal Cashback Mastercard Dec 2021
- SPOT award for successful launch of Buy Now Pay Later credit application features.
- Secured Bravo at PayPal for the following contributions
 - Scrum Master, PayPal AMA events, Intern mentorship, Credit Hackathon committeeJuly 2019 - Present

EDUCATION

B.S., Computer Science. Minor, Dance
Barrett, the Honors College at Arizona State University

GPA 3.98/4.00
May 2019

TECHNICAL SKILLS

Programming Languages: ES6 Javascript, Java 8, Python, SQL

Frameworks/Tools/Version Control and Testing: React, Node, Express, GraphQL, NextJS, Apollo, Bootstrap, Jest, React Testing Library, Enzyme, Polly.JS, NGINX, Spring Boot, Hibernate, Maven, JUnit. Mockito, TestNG, WireMock, Swagger, Postman, Jenkins, Docker, Git, Enterprise Splunk and SignalFX

Operating System and Databases: OracleSQL, MongoDB, macOS, Linux, Windows