Cindy Pham

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EDUCATION

University of Texas at Austin
B.S. Computer Science. GPA: 3.8/4.0
August 2018 – May 2021

- **Relevant Undergraduate Coursework**: Data Structures; Computer Architecture; Operating Systems; Algorithms; Computer Networks; Network Security & Privacy; Modern Web Applications; Game Technology; Data Management; Software Engineering; Object-Oriented Programming

Austin Community College
A.S. Mathematics. GPA: 3.9/4.0
August 2015 – May 2017

PROFESSIONAL EXPERIENCE

TELUS International
Quality Control Analyst
May 2022 – present

- Evaluate quality of AI-generated responses to user queries based on pre-defined guidelines
- Analyze and provide feedback to improve user experience
- Review and rate relevance of result blocks returned from search engine queries

SparkCognition
Winter Break Intern
January 2021

- Work with team of 4 to provide quality assurance for DeepNLP software product
- Automate information retrieval and document classification on large, unstructured datasets
- Present metrics based on AI's performance accuracy and provide feedback on user experience

LANGUAGES

Java • C# • C/C++ • Python • HTML • CSS • Javascript • Typescript • x86 Assembly • SQL • R

TOOLS & FRAMEWORKS

Git • Unity • React • Flask • Docker • Godot • Bootstrap • Android Studio • Google Cloud • MySQL • Linux • Selenium • Postman

PROJECTS

K-Pop Simulator ⤢
2D simulation game inspired by experiences with favorite K-Pop group, TWICE

- Designed as a solo project to learn about efficient software/game design patterns
- Developed in **Unity** using **Git** for version control
- Scripted event systems, game managers, levels, etc. in **C#**

Above Earth ⤢
Full stack web application on space expeditions

- Designed back-end RESTful API endpoints that supports filtering, sorting, searching, and pagination using data from third-party APIs
- Developed frontend via **React** and backend via **Flask** with database in **MySQL**
- Automated tests using **Selenium**, **Jest** and **GitLab CI/CD** pipelines and deployed on **AWS**

Mina's Homebody Adventure ⤢
2D adventure game for TWICE birthday event

- Developed in **Unity** using built-in version control **Unity Collab** for coordination with TWICE's global fan club
- Scripted player-enemy interactions, dialogue system, UI/UX elements, and sliding puzzle mini-game in **C#**