

# Martin Pham

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## EDUCATION

### Sheridan College

Bachelor of Science in Computer Science

Oakville, ON

September 2019 – December 2025

## EXPERIENCE

### Research & Development Intern

Atlanta, USA

Ingenious Med

June 2025 – August 2025

- Developed a conversational AI support tool using **TypeScript**, **React**, and **Node.js**, capable of referencing over **50** documents to provide support agents with real-time, context-aware information.
- Reduced average ticket resolution time by **1+ hour** and saved **\$60/month per agent** by implementing a LLM based semantic search model that analyzed historical Salesforce support tickets and proactively suggested relevant solutions.
- Engineered an automated pipeline in **TypeScript** using **Langflow** to apply **Model Context Protocol (MCP)** to parse and summarize **10+** newly released clinical guideline documents, saving **2+ hours/month** of manual work.

### AI Software Developer Intern

Toronto, Canada

Harris Computer

Dec 2024 – May 2025

- Empowered support agents across **6 clients** with an AI-powered solution leveraging RAG and voice recognition.
- Leveraged the **LangChain** framework to manage the retrieval pipeline and utilized **vector databases** to perform semantic search; achieving **94%** intent accuracy and reducing average agent response time by over **15%**.
- Saved company over **\$2,000 annually** by building the new corporate website on Webflow. Collaborated on building a dashboard using **JavaScript** and **React.js** to surface key financial KPIs and patient service metrics.
- Implemented CI/CD pipelines using **Jenkins** to automate testing and deployment of the front-end dashboard.

### Software Developer Intern

Toronto, Canada

Harris Computer

March 2023 – August 2024

- Developed web app using **JavaScript**, **React.js** and **MUI** to monitor patient payment data and insurance coverage statuses, improving account tracking and reducing manual reporting time by **20%** for hospital finance teams.
- Built a “Pay as Guest” feature for a patient-facing billing portal, processing over **700** monthly transactions across **3** healthcare clients and increasing on time patient payment completion by **18%**.
- Architected **18+ RESTful API endpoints** using **C#** and **.NET API**, ensuring robustness through **95%** unit test coverage and comprehensive integration testing with **Postman**.
- Boosted front-end portal speed by **20%** via lazy loading and enhanced back-end data retrieval by **6%** through **MS SQL** query optimization.

## PROJECTS

### Snap Shop | *Swift, SwiftUI, Firebase, CoreML, Vision, Python, TensorFlow, AWS, Pandas, NumPy, Matplotlib*

- Led a team of 3 in developing a ML-powered iOS app, implementing a computer vision model for real-time product recognition that achieved up to 90% accuracy.
- Architected the backend using a Swift REST API, and designed a multi-factor weighted scoring algorithm to determine the optimal market based on checkout price and user distance.
- Used JIRA for agile project management and maintained detailed technical documentation to ensure project clarity.

### Ride Sharing | *Python, PostgreSQL, PostGIS, RabbitMQ, Docker, Newman CLI, Postman, H3*

- Engineered a ride-sharing system featuring smart matching that uses Uber’s H3 for geospatial indexing.
- Implemented RabbitMQ for asynchronous ride notifications and PostgreSQL for storing user accounts and ride history.
- Maintained over 14 unit tests using pytest and achieving 85%+ test coverage to ensure code reliability.

### XPloration | *Node.js, Express.js, Mongoose, MongoDB, axios, npm, JWT, RESTful APIs*

- Built a full-stack web application with scalable back-end infrastructure using Node.js, Express, and MVC design pattern. Integrated MongoDB for data persistence, JWT for secure authentication and authorization.

## SKILLS

**Languages:** JavaScript, TypeScript, C#, Python, HTML, CSS, JSON

**Frameworks/Libraries:** React, ASP.NET Core, Node.js, Express.js, Mongoose

**Databases:** MS SQL, MySQL, PostgreSQL, MongoDB

**Tools:** Git, Docker, AWS IAM, AWS Lambda, Amazon EC2, Postman, JIRA, GitHub, GitLab, PowerShell

**Interpersonal:** Teamwork, Debugging, Analytical, Logical Thinking, Problem Solving, Verbal and Communication