Jeffrey Lee

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Technical Experience

Frontend: JavaScript (ES6), **React**, Redux, Vue.js, Typescript, jQuery, HTML, CSS
Backend: C++, **MySQL**, **PostgreSQL**, **Node.js/Express**, MongoDB/Mongoose, Apache Cassandra, npm, RESTFUL API, Python
Tools/Testing: Git, Jest, Jasmine, Mocha, Chai, Supertest, k6, New Relic, AWS EC2, Webpack, Babel, TDD

Software Engineering Applications

Now You Know | *Backend Engineer* **|** PostgreSQL, Express, React, Node.js, AWS EC2
Legacy movie review web app that has a collection of movie info, critic/customer reviews, and movie trailers.
- Migrated and optimized backend from MongoDB to PostgreSQL to vertically scaled database for production.
- Reduced query times by 60% and storage by 20% by implementing indexing, data partitioning, and foreign keys.
- Implemented horizontal scaling on the server by creating multiple EC2 instances to improve load balancing, reducing server response time by 75%.

SofaMart | *Frontend Engineer* **|** MySQL, Express, React, Node.js, AWS EC2
A full-stack furniture app that uses item details, product color picker, customer reviews, and item suggestions.
- Created a dynamically rendering item description section that changes by selecting a different item or color.
- Utilized unit testing to cover 80% of my code to ensure my code locates the proper details for each item.
- Integrated multiple services to a single page on a proxy server to deploy to AWS EC2 instance.

Selected Professional Experience

Accenture | *Global Quality Manager* **|** June 2019 - Present
Manage quality assurance teams for client projects across the globe managing 90 agents and six team leads.
- Creates and maintains quality programs for 13+ workflows to protect additional client assets.
- Implements workflow corrections to reduce the error rate by 50% bringing it to under 2% error rate.
- Design calibration process to ensure uniform decision making keeping the team over 90% accuracy and precision rate to reduce error.

Accenture | *Quality Assurance Team Lead* **|** Feb 2017 - May 2019
Maintained quality metrics across client projects for both the content review analysts and the store.
- Received commendation from leadership on the great work provided to clients for store quality improvements.
- Identified program issues and enacted an error labeling, reducing the error rate to under 4%.
- Proved the importance of having a quality program by showing all the harm caught and fixed, allowing the QA program to expand from 3 workflows to 11 workflows.

Education

Hack Reactor | *Advanced Software Engineering Immersive Program* **|** 2019
- 1000+ hours of intensive JavaScript/React, HTML/CSS, and database schema design for full-stack development.

Mission College | *Engineering Student* **|** 2017 - 2022
- Pursuing transfer for Computer Science/Engineering Degree
- Related Courses: C++ programming

Additional Programming Experience

Certificates: Professional Scrum Master
Competitive programming: CodeForces, AtCoder, CodeWars