JAMES S. CHUNG

SOFTWARE ENGINEER AT CHARTERUP • VANCOUVER, BC

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EXPERIENCE

CharterUP   Apr 2023 – Present
Software Engineer   Austin, TX (Remote)

- Implemented re-design of the vehicle tracking system that displays live locations and ETAs of 25k+ trips/year
- Integrated **Google Analytics (GA4)** on the CharterUP platform by designing the events model and implementing tracking capabilities in **Vue.js** to gather metrics on $3M+ in weekly checkouts and user behavior
- Modernized the UI of various customer-facing pages in **Vue.js**, such as the quoting and trip management pages
- Implemented a risk engine using **Spring Boot (Java)** and **MySQL**, which identifies various "risks" on 5-8k monthly trip bookings, such as missing trip information and regulatory non-compliance

HubSpot   Jun 2022 – Aug 2022
Software Engineer Intern   Cambridge, MA

- Updated the data model for HubSpot's Custom Report Builder and implemented customizable front-end formatting for various chart types to enable the product's 40k+ weekly active users to better visualize their data
- Using **React.js**, implemented feature upgrades and bugfixes in HubSpot's reporting visualization library, which renders all charts and data visualizations throuhgout the CRM platform

Later   Sep 2021 – Dec 2021
Software Engineer Intern   Vancouver, BC

- Collaboratively implemented the front-end of the Facebook analytics page of the Later web app, which was released to 150k+ paying users to track metrics such as post-level engagement and audience demographics
- Updated UI and styling of the Twitter analytics page, using **Ember.js**, to display metrics for text-based tweets
- Added event-tracking capabilities to the analytics pages and upgraded the codebase to **TypeScript** and **Octane**

SAP   Sep 2021 – Dec 2021
Software Engineer Intern   Vancouver, BC

- Collaborated with three developers to enhance and maintain SAP Concur's Entity Management System (EMS), a microservice that controls the corporate accounts behind 50M+ end-users and their multi-tenant allocation
- Implemented a cron job metadata feature in EMS, using **Spring Boot (Java)** and **MySQL**, which allows users to change parameters for over 15 cron jobs in production, such as rollback functionality and cron schedule
- Created dashboard in EMS, using **Spring** and **React.js**, to track job failure metrics and underlying causes

Ipsos   Oct 2018 – Aug 2019
Research Analyst   Toronto, ON

- Wrangled healthcare data and delivered $800k+ in market research insights to leading pharmaceutical multinationals using methods such as conjoint analysis, segmentation, and Bayesian network analysis

EXPERIENCE

Languages: Java, JavaScript, TypeScript, Python, SQL, HTML, CSS • **Databases**: MySQL, RDS, S3, Redis
Technologies: Spring Boot, React.js, Vue.js, Ember.js, Node.js, RabbitMQ, AWS • **Tools**: Git, DataDog, Jenkins

EDUCATION

University of British Columbia   2019 – 2023
Bachelor of Computer Science (B.C.S.), Computer Science   Vancouver, BC

Johns Hopkins University   2013 – 2017
Bachelor of Arts (B.A.), Chemistry   Baltimore, MD