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WILSON HUANG

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WORK EXPERIENCE

Software Engineer   **Microsoft**   **Sept 2018 – July 2020**

- Worked in team of 2 to design, implement, and launch the Live Chat feature in Azure Portal's customer facing ticket creation system. Stack used Typescript/JS for front-end and C# ASP.Net Core for back-end.
- Chat as a support modality continues to garner the highest CSAT (4.76 vs 4.5 all up), and has scaled from ~5 chats per day to 60+ for paid customers, and 200+ for free customers.
- Continued to add features and build support to mature the Chat product. Key contributions include: real-time configurable routing criteria based on support area path (~2 min global change), design and implement APIs for partner teams to leverage our stack to enable chat in their own page with ~15 lines of code, QoS/Engineering KPI Dashboards, background listeners for graceful error handling, and A/B tests to boost Chat selection rate.

Software Engineer Intern   **Microsoft**   **May 2017 – August 2017**

- Used Typescript/Javascript to implement a Notifications dashboard for Azure customers to set up event handlers for when Azure experiences outages. Dashboard is servicing thousands of customers per day.
- Dashboard sits on layered partner team REST APIs and performs client-side processing on developer-centered data for laymen to digest.

Software Engineer Intern   **Facebook**   **Jan 2017 – April 2017**

- Adopted, extended, and optimized a data-mining algorithm to find semantically meaningful idioms of code in large code-bases. Resulted in 300-400% increase of algorithm performance, verified up to input sizes of 400k.
- Employed React to implement front-end UI for presenting mined idioms to users.

Application Developer Intern   **DAC Group**   **May 2016 – December 2017**

- Developed new features from end to end for an AngularJS single page application built on internal ASP.NET Web APIs. Implemented robust utilities on both ends that changed the front-end and back-end communication architecture, resulting in an overall 10-fold increase in loading speed.

Research Assistant   **Technologies for Aging Gracefully Lab**   **May 2015 – September 2015**

- Implemented an asynchronous messaging app (iOS) for seniors aged 75+ suffering from social isolation and technical illiteracy that deployed in 3 field studies, supplying data for 2 publications.
- Established and developed internal tooling in the form of Bash and Python scripts to manage codebase in a Git version control environment resulting in 60+ hours of developer time saved.

EDUCATION

University of Toronto   **September 2013 – June 2018**

- B. A. Sc. in Engineering Science (Electrical and Computer major) – Cumulative GPA: 3.21/4.00

Relevant Coursework: Data Structures & Algorithms, Operating Systems, Computer Oganization, Assembly, Compute Graphics, ML, Security, Databases.

LANGUAGES & TECHNOLOGIES

- C#, TypeScript, JavaScript, HTML5, CSS3, Git, SQL, Azure, .NET Core

ADDITIONAL AWARDS, ACHIEVEMENTS, AND INTERESTS

Canadian Math Olympiad Contender   **February – March 2013**

- Placed in the top 3% of the Canadian Open Mathematics Challenge out of 4000+ participants, garnering an invite to the Canadian Math Olympiad Qualifier Repechage Competition.

Interests

- Reading, violin, video games, cooking, photography.