WILSON HUANG

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WORK EXPERIENCE

Software Engineer

Sept 2018 – Present

• Designed, implemented, and launched the Chat feature in Azure Portal's customer facing ticket creation system. 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.

Microsoft

Continued to add features and build supporting 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

• Badminton, reading, cooking, competitive e-sports, photography.