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**WILSON HUANG**

Richmond, BC, V6Y4A9 206-886-7982

**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.