

# Phillip Lam



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## EXPERIENCE

### STANA.I. Inc.

Software Engineer

North York, ON

JUL 2023 - PRESENT

- Designed, developed, tested, and deployed a variety of AI communication tools for homeowner association property managers including a SMS text chatbot, web application chatbot, Chrome Extension for Gmail, and a client dashboard to manage bot training data sources
- Utilized **Figma** to design and prototype **UI wireframes** (low and high fidelity) and user workflows
- Facilitated **UX design meetings** with key stakeholders, iterating designs based on user research
- Implemented frontend application using **TypeScript, ReactJS, MaterialUI, TailwindCSS**
- Implemented backend micro-services with **NodeJS** and **ServerlessJS**, featuring:
  - User message intent detection via **Google DialogFlowCX**
  - Integration with private client Property Management Software APIs for community and user specific data retrieval
  - Message reformatting using **OpenAI** completions
- Devised user stories and executed test cases to ensure application functionality
- Established CI/CD integration test automation using **Microsoft Playwright** to reduce manual regression testing time
- Collaborated, managed and tracked defects and bugfixes with team members using **Linear** and **GitHub**

### Skuid Inc. (acquired InFlight Corporation)

Test Engineer II

Chattanooga, TX

FEB 2022 - AUG 2022

- Automated E2E manual UI regression test cases using **Protractor.js** framework
- Contributed to existing **Page Object Model** test framework by developing page object functions for reusability and scalability
- Constructed and evaluated a proof of concept test automation framework using **Microsoft Playwright** with **TypeScript** as a potential candidate to replace the current test automation framework

### InFlight Corporation

Senior Quality Assurance Analyst

Waterloo, ON

SEPT 2018 - FEB 2022

- Led cross-browser manual testing, regression testing, mobile device testing, and accessibility testing (WCAG AA) efforts for all new and existing client projects using **JIRA**
- Trained and delegated QA tasks to junior testers as the testing team lead
- Authored project test plans, test case suites, and best practice QA documentation
- Arbitrated client UAT feedback and resolved client queries

## PROJECTS

### Interactive Comments Section

[🔗 interactivecomments.vercel.app](#)

- Implemented a forum comments section with **CRUD** and **login** functionality and supports **light/dark mode** on all pages
- Built using **React, NextJS, TailwindCSS, TypeScript, Firebase Authentication**, and hosted on **Vercel**
- Utilized **React Context** to handle comments state and demo users, and **Local Storage** to persist comments data on browser refreshes

### Spotify2Line

[🔗 github.com/philliplam8/spotify2line](#)

- Built a **backend service** to integrate Spotify playlist updates as **LINE** chatbot messages
- Written using **Node.js** with **Express.js** framework and hosted on **Render**
- Makes **HTTPS GET** requests to **Spotify Playlist API endpoints** and uses **LINE SDK** to broadcast a message containing the song, album art, and song preview to a dedicated **LINE** chat room
- Hosted and converted Spotify audio preview file to **MP4** format on the fly via **Cloudinary**

## SKILLS

### Languages

TypeScript, JavaScript, HTML, CSS  
Python, C  
SQL

### Frameworks / Libraries

ReactJS, NextJS, Redux, Recoil  
TailwindCSS, MaterialUI, Sass  
Node.js, Serverless.js, Express.js  
Firebase Authentication

### Databases

MongoDB (Data API, Mongoose), MySQL

### Cloud Platform / Hosting

AWS: Lambda, S3, CloudWatch, Amplify  
Vercel, Heroku, Render, Cloudinary

### Design

Figma

### Tools

Docker  
Git, GitHub, BitBucket  
NPM, Yarn  
Visual Studio Code

### Testing

Jest, Postman,  
Microsoft Playwright, Protractor.js, Selenium,  
Fiddler, SoapUI

### Defect Tracking / Documentation

Linear, Notion, LucidChart,  
Atlassian JIRA + Confluence,  
GitHub Projects + Issues, Smartsheet

### Accessibility

WCAG 2.0 AA Standards  
Screenreaders: NVDA, JAWS (Windows)  
VoiceOver (MacOS, iOS)  
TalkBack (Android)

## CERTIFICATES

Google UX Design Professional  
Certificate

FEB 2023

## EDUCATION

### University of Waterloo

Waterloo ON, Canada

Bachelors of Science

SEPT 2013 - AUG 2018

Honours Physics and Astronomy Major  
Computer Science Minor