

EDUCATION

University of Massachusetts at Boston (B.S. Information Technology)**Boston, MA***Relevant Coursework*

Exp. Graduation: Dec 2026

- **Introduction to Computer Science:** Gained proficiency in Python for software development and data analysis.
- **Introduction to C:** Developed a foundational understanding of C programming, focusing on system-level programming concepts.
- **Data Structures and Algorithms:** Studied the implementation and application of essential data structures and algorithms (i.e. RB Trees/Hash Maps/various sorts) for efficient problem-solving.
- **Ethics of Computing:** Explored ethical considerations in the field of computing, emphasising responsible and professional conduct.
- **Computer Architecture:** Hardware-level programming and computer architecture using C and assembly.

SKILLS

Software/Programming: Microsoft Office Suite (Excel, Powerpoint, Access, Word, Outlook etc.), Workday, Tableau, Notion, Confluence, Atlassian, SQL, Java, HTML, CSS, C, Python, C#, Lua, JavaScript, VOIP, Adobe Photoshop and Premiere, Windows, and Mac OS, Davinci, AWS, AWS Cloudwatch, AWS Lambda, AWS CloudFormation, AWS S3, AWS Athena

Languages: Conversant in Mandarin Chinese, Read/Write Russian

EXPERIENCE

Amazon Web Services**Seattle, WA***Software Development Engineer Intern*

May 2025 - Aug 2025

- Built an access-controlled, multi-page React & TypeScript application that front-ended a complex API, eliminating the need for manual CLI/programmatic requests
- Developed interactive data visualisations with ReactFlow and backend integration, along with an out-of-scope diagnostic tool to streamline future updates and reduce developer overhead
- Implemented a SigV4 proxy to secure frontend-backend communication, gaining hands-on experience with AWS CloudFormation, IAM, API Gateway, and CloudWatch
- Authored documentation and delivered a full project handoff while strengthening full-stack skills across React, TypeScript, AWS, and API integration

Roblox Corporation**Various Locations***Developer Engagement Team*

Aug 2023 - Present

- Navigated complex support scenarios, from account moderation, compromised accounts, to DMCA claims, providing expert guidance and escalation when necessary
- Conduct regular consultations with top 250 (high-impact) creators to assess and address their specific needs, driving platform growth and creator satisfaction
- Address security incidents such as exploits and data leaks with a high degree of confidentiality and urgency, liaising with the security team (DART) to protect platform integrity
- Spearhead emergency response protocols, including platform-level outages and experience-specific issues, ensuring swift resolution and minimal disruption

Developer, Contract Worker

Jan 2014 - Mar 2019

- Commissioned by Roblox to design, develop, and publish virtual experiences and games on the Roblox platform, such as a 14 hour long livestream event which garnered thousands of viewers at the time and tens of thousands over the years.
- Collaborated with Roblox to host events where we highlighted the importance of Science, Technology, Engineering, Arts, and Mathematics (STEAM) in Houston, TX at a MakerFaire

Quality Assurance

Apr 2018 - Oct 2021

- Collaborated with high impact creators, and Roblox staff to ensure intended functionality of game environments and virtual platforms that garnered hundreds of thousands of hours of playtime and tens of thousands in revenue
- Implemented use of Excel and other documentation tools to track, write up, and illustrate bugs and intended product features

Plymouth Rock Assurance**Boston, MA***Data Analyst, Claims Rep. Intern*

Jun 2023 - Aug 2023

- Designed and implemented Tableau-driven analytics solutions, integrating multiple data sources to automate workflows, enhance data visualisation, and facilitate informed decision-making
- Pioneered the development of comprehensive Tableau workbooks, resulting in significant time savings and cost reductions for the company
- Conducted specialised training sessions for executive and senior staff, elevating company-wide proficiency in Tableau and data-driven strategies.
- Authored detailed training manuals and process documentation for complex data systems, ensuring transparency and ease of use for ongoing operational excellence

University of Texas at Austin**Austin, TX***Administrative Assistant, Business Services Office*

Oct 2021 - Aug 2022

- Conduct managerial duties and act as the sole administrator of the front service area
- Draft, process, route, and approve travel requests, expense vouchers, job offers, reimbursements for the Jackson School of Geosciences
- Solely designed, programmed, and maintained a replica of DEFINE – a database used for financial documentation at the university as a sandbox for training purposes
- Designed various graphics for the Business Services Office, as well as Jackson School for uniformity purposes
- Designed and published monthly newsletters outlining current events at the university as well as trending topics within the Business Services Office

United States Air Force**Various Locations***Radar Surveillance Technician, Flight Database Administrator*

Mar 2019 - May 2021

- Repaired and tested navigation systems, radar switchboards, multiple types of electronics including AC/DC circuits, digital and fibre optic circuits, power supplies, and servo systems for the E-3 Sentry Airborne Warning and Control System, all serving in missions such as Operation Inherent Resolve, Neptune Falcon, and more.
- Supported tech-data development by regularly assisting Boeing and Northrop Grumman engineers with AWACS weapon systems.
- Provided extensive training and mentoring to fellow personnel to convey experience and expertise in equipment and enhance team performance.
- Administered, developed, and maintained the 552d MXS' MS Access Database, ensuring the continuation of missions that provide 24/7 coverage of the United States and its assets.
- Solely responsible for the upkeep of the flight's database, responsible for deployment information, medical records, emergency contact info, etc.
- Created various features ranging from filters, autosaving, etc. recouping ~144 hours annually.