

Jeffrey Zhang

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EDUCATION

University of Waterloo

2019 – 2023

Bachelor of Computer Science, GPA: 3.9/4.0

Waterloo, ON

- **Relevant Coursework:** Operating Systems, Databases, User Interfaces, Networks, AI, Algorithms

WORK EXPERIENCE

Stripe

Feb 2024 – Present

Software Engineer

Toronto, ON

- Rebuilt the entire **Issuing Dashboard** from the ground up, improving page load times by over **100%** by eliminating component request waterfalls, optimizing queries, and migrating to GraphQL
- Eliminated Stripe's repeat **fraud dispute liability** for Regulation Z merchants and saved dozens of support hours by implementing an automatic card cancellation system, preventing over **1300** potential fraud vectors
- Shipped UI flows with thousands of uses for API-only features such as card replacement and multi-bank issuing

Marriage Pact

Oct 2023 – Feb 2024

Software Engineer

Manhattan, NY

- Designed and developed **Matchbox**, a public event-hosting platform, achieving **millions of impressions** and dozens of events hosted with thousands of attendees
- Rebuilt the entire event creation and launch journey for dozens of campaigns, saving over **20 hours per launch**
- Implemented network-effect social features to attract new users such as anonymous referrals and match reactions

Instabase

May 2023 – Aug 2023

Software Engineer Intern

San Francisco, CA

- Drove key SLAs for multiple contracts with large enterprises by implementing time-based automation metrics for human-in-the-loop processes
- Surfaced human review inefficiencies and optimized pipeline validation times by **15%** using Python and React

Lacework

May 2022 – Aug 2022

Software Engineer Intern

San Jose, CA

- Led the design and development of a customer-facing Contextual Help system with Java, React, Algolia
- Reduced documentation site visits by **30%** by implementing context-sensitive in-app guidance workflows

Shopify

Sep 2021 – Dec 2021

Software Engineer Intern

Toronto, ON

- Optimized platform's development mode performance by **40%**, saving hundreds of engineering hours

OpsLevel

Jan 2021 – Apr 2021

Software Engineer Intern

Toronto, ON

- Implemented Service Maturity, used by 100s of engineering teams to quantify their service reliability metrics

PROJECTS

Richmond Centre for Disability

Lead Software Engineer

- Built an accessibility permit platform processing **\$88k annually**, helping thousands of disabled Canadians
- Scoped requirements (compliance, visual accessibility) and designed database schema, API, and user flows

SKILLS

Languages: JavaScript, TypeScript, Python, Ruby, Go, Java, Kotlin, SQL, C, C++, HTML, CSS

Technologies: React, Next.js, Ruby on Rails, GraphQL, Node.js, PostgreSQL, MySQL, MongoDB, RabbitMQ, gRPC, Redis, Kafka, Git, Linux, AWS, Docker