Courtney Ngai

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PROFESSIONAL EXPERIENCE

PAYPAL, SCOTTSDALE, ARIZONA

Software Engineer 3   **Feb 2023 - Present**

- Tech Lead for internal/external products that empower credit merchants to offer Buy Now Pay Later products. Collaborate w/ Product Manager and User Experience Designers on feature requirements and timeline. Provide project updates to stakeholders.
- Built Scrum master rotation for a team of 8 members. Migrated 2 teams to a Scrum/Kanban hybrid model which gave engineers 2 hours of development time back each week. Reduced scrum ceremony meeting time by 1.5 hrs.
- Build, maintain, innersource work to React, Node, GraphQL, and Java RESTful applications to support the next generation of PayPal Credit merchant experiences.
- Reduced unit test CI/CD pipeline time by 30%. Improved team's web application unit tests by 10%.
- Provide mentorship and conduct code interviews to new hires and interns.

PAYPAL, SCOTTSDALE, ARIZONA

Software Engineer 2   **Feb 2021 - Feb 2023**

- Build and maintain React/Node/GraphQL applications to support BNPL products, PayPal Cashback Mastercard, Venmo Credit card repayments, notifications, and autopay experience features; and triaging/remediation of credit accounts.
- Owned PayPal Credit eligibility, financing, repayments, and consumer rewards REST services which serves millions of requests per day from internal PayPal services. Built Splunk SignalFX alerts and monitoring dashboards.
- 2022 Global RCG Connect Conference MC. Moderator/Q&A Panelist to over 500+ students at PayPal AMA events.

PAYPAL, SCOTTSDALE, ARIZONA

Software Engineer 1   **July 2019 - Feb 2021**

- Design and development of external React/Node/GraphQL applications facilitating the checkout experience for Buy Now Pay Later US, France, and Great Britain credit products.
- Enhanced internal credit admin console React/Node web application to send remediation CloudEvents around account status and card activation for Venmo Credit Card.

PAYPAL, SCOTTSDALE, ARIZONA

Software Engineer Intern   **May 2018 - Aug 2018**

- Developed and designed an internal credit admin console web application for mid-tier credit financing Java REST API using React, Node.js, Express.js, Bootstrap, and SSO with 2-Factor Authentication. App deployed via Jenkins.

AVNET, CHANDLER, ARIZONA

Software Engineer Intern   **May 2017 - Aug 2017**

- Created iOS IOT Bluetooth application to demonstrate 3D Motion Graphics with user interactive motion.

Data Analytics Intern   **May 2016 - Aug 2016**

- Modified and demonstrated IoT IBM Bluemix dashboard web application code using HTML, JS, and CSS.

SOFTWARE PRODUCTS

JUSTPLATYPOST LLC, Founder   **Aug 2023 - Present**

- Produced Product Requirements doc, Figma web and mobile wireframes, collaborate with engineering development team
- Built Software as a Service NextJS web app as minimum viable product

AWARDS

- SPOT award for tech lead contributions to PayPal Funded 0% APR Promo   **Oct 2022**
- SPOT award for user experience contributions to PayPal Cashback Mastercard   **Dec 2021**
- SPOT award for successful launch of Buy Now Pay Later credit application features.
- Secured Bravo at PayPal for the following contributions   **July 2019 -**
  - Scrum Master, PayPal AMA events, Intern mentorship, Credit Hackathon committee   **Present**

EDUCATION

B.S., Computer Science. Minor, Dance   **GPA 3.98/4.00**
Barrett, the Honors College at Arizona State University   **May 2019**

TECHNICAL SKILLS

Programming Languages: ES6 Javascript, Java 8, Python, SQL
Frameworks/Tools/Version Control and Testing: React, Node, Express, GraphQL, NextJS, Apollo, Bootstrap, Jest, React Testing Library, Enzyme, Polly.JS, NGINX, Spring Boot, Hibernate, Maven, JUnit. Mockito, TestNG, WireMock, Swagger, Postman, Jenkins, Docker, Git, Enterprise Splunk and SignalFX
Operating System and Databases: OracleSQL, MongoDB, macOS, Linux, Windows