Michael Lai

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EDUCATION

University of Washington - Seattle, WA **Expected Graduation: Jul 2020**
Tsinghua University - Beijing, China
   Master of Science in Technology Innovation
   Master of Engineering in Data Science and Information Technology
   Leadership: GIX Student Association (GSA) - *Treasurer*, GIX tour guide
   GPA: 3.830

North Carolina State University - Raleigh, NC **Aug 2008 – Dec 2012**
   Bachelor of Science in Industrial/Systems Engineering, minor in Statistics
   Leadership: Alpha Pi Mu Honor Society **-** *President*, Sigma Nu Fraternity
   GPA: 3.516 – *Magna Cum Laude*

PROFESSIONAL EXPERIENCE

Accenture Federal Services - Washington, DC **Feb 2017 – Aug 2018**
   Software Developer
- Led web development redesign of 9 Department of Transportation sites by utilizing user contributed modules along with custom php, javascript and sass.
- Managed all front end themes for Department of Transportation sites; focused on identifying reusable code to improve system performance.
- Developed and migrated legacy Department of Transportation content to Drupal in compliance with screen readers and mobile responsiveness.

IBM - Washington, DC **Mar 2013 – Sep 2016**
   Senior Consultant
- Managed API development and functional tasks regarding GSA's SAM API interface. Since the API's inception on December 2014, 7 iterative versions have been deployed and maintained.
- Assessed Sam.gov for 508 compliance, which is the federal government's usability standards, serving as the point of contact SME for users who rely on assistive technology.
- As database SME, utilized SQL developer to create dummy data when implementing enhancements, resolving defects, and correcting maintenance issues within Agile and Waterfall deployments.

ADDITIONAL EXPERIENCE

General Assembly - Washington, DC **May 2017 – May 2018**
   Course Instructor
- Taught two 12-week part time front end web development courses focusing on industry coding standards and responsive UX design . Average class size of 22 students.

Credit Suisse - Raleigh, NC **May 2012 – Aug 2012**
   IT Production Services Intern
- Assisted a Lean Six Sigma Greenbelt project that improved data quality within ticket monitoring system. Identified an opportunity to improve correlation and mapping of data sets; which led to development of a VBA macro to expedite the process. Benefits include a decreased error rate and a savings of 15 minutes per instance.

B/E Aerospace - Winston-Salem, NC **May 2010 – Jul 2010**
   Product Support Intern
- Performed static and dynamic testing of seat products to verify maximum failure stress levels and confirmed measurements of products on Uni-Graphics. This provided confidence about the dimensions and allowances of the product before production.

North Carolina State University - Raleigh, NC **Jul 2009 – May 2012**
   Resident Adviser

- Mediated, discussed, and provided resolutions for residents with issues and complaints with other roommates. Responded to crisis situations in compliance with protocols and document incidents accordingly.

VOLUNTEER EXPERIENCE/ACTIVITIES

Coder Dojo Nova - Annandale, VA   **Dec 2017 – Jul 2018**
Coding Instructor
- Mentored young, at-risk kids on fundamentals of coding with an emphasis on open-source technologies

DC Central Kitchen - Washington, DC   **Aug 2016 – Jul 2018**
Volunteer
- Prepared and delivered packaged lunch meals for local shelters, nonprofits, and public schools

SKILLS/CERTIFICATIONS
- Lean Six Sigma Yellowbelt Certification
- Languages: Javascript, PHP, Python, Ruby, Rails, Nodejs, Angularjs, React, MongoDB, SQL, Sass, Drupal, Wordpress, Arduino
- 1st place 2016 Geocent Hackthon Winner