

Nathan Phan

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EXPERIENCE

Software Developer

Jan 2024 – Apr 2024

University of Alberta Faculty of Medicine and Dentistry

Edmonton, AB

- Developed an AI chatbot that handled user queries and seamlessly escalated complex cases to live staff, which resolved 60 % of user inquiries
- Led Agile sprints and daily stand-ups to close cross-team communication gaps, raising on-time story completion to 95 % and delivering the minimum viable product ahead of schedule
- Developed a Python NLP pipeline to tokenize queries, raising intent-classification precision by 25 % and reducing incorrect responses by 30 %
- Leveraged WebSockets for real-time streaming, leading to a reliable connection between help desk and users
- Containerized the application via Docker, simplifying deployment and ensuring cross-environment compatibility
- Revamped the React help desk frontend following usability testing that identified navigation pain points, resulting in significantly improved user satisfaction scores
- Benchmarked multiple large language models to find the optimal combination of accuracy, latency, and cost for queries, raising intent-match accuracy to more than 80 % while staying within project scope

Information Technology

Sept 2017 – Jun 2018

Junior Achievement of Northern Alberta Company

Edmonton, AB

- Developed digital systems for communication, data tracking, and making processes more efficient
- Managed IT operations, handling digital tools and technical support to keep things running smoothly

PROJECTS

Website Portfolio | *Next.js, JavaScript, HTML, Tailwind CSS*

- Built and deployed a personal portfolio on Vercel using Next.js, TypeScript, and Tailwind CSS, showcasing my projects and code samples in a responsive website
- Implemented a mobile-first responsive design, ensuring seamless device compatibility and elevating user experience
- Integrated Vercel Analytics to capture real-time traffic, page-load performance, and user engagement metrics, leveraging insights to iteratively optimize content and UI
- Utilized GitHub for version control, and automated deployment, while maintaining clean coding practices

QR Scanner Game | *Android Studio, Java, XML, Firebase*

- Led a 6-member Agile team with sprint planning and daily stand-ups to ensure user stories were completed on time, increasing user story completion speed
- Built an automated CI/CD process using GitHub Actions enforcing a 90 % test-coverage to guarantee code reliability
- Developed a REST API using Firebase Cloud Functions to store and retrieve data

EDUCATION

University of Alberta

Edmonton, AB

Bachelor of Science in Computer Science, Minor in Business

Sept. 2020 – Apr 2025

TECHNICAL SKILLS

Languages: Java, Python, C/C++, SQL (Postgres), JavaScript, HTML/CSS, TypeScript, Excel

Frameworks: Node.js, Next.js, Flask, JUnit

Developer Tools: Git/GitHub, Docker, Agile, VS Code, Visual Studio, Postman, Firebase, MongoDB

Libraries: React, NumPy, Matplotlib