

Courtney Ngai

Portfolio: courtneyngai.com
Email: ngaicourtney0@gmail.com
LinkedIn: [cngai](https://www.linkedin.com/in/cngai)

PROFESSIONAL EXPERIENCE

PAYPAL, SCOTTSDALE, ARIZONA

Software Engineer 3

Feb 2023 - Present

- Tech Lead for Pay Later messaging configurator integrated into Developer Docs and 4 partners. Provide project updates to stakeholders, Product Manager, and UI Design team.
- Built, led, and worked in two NextJS 14 projects
- 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 for 1.65m merchants, Orders API, and No code payment solutions.
- 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 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 React 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

ZVOICE

Jun 2024 - Present

- Built zvoice.ai, an AI brand audit report automation tool for marketing agencies to create brand audit reports in <30 seconds.
- Produced Product Requirements doc, Figma web and mobile wireframes, outsourced to 2 engineering development teams
- Defined requirements and managed Software Engineer and Product Management interns over 3 months
- Built NextJS boilerplate integrating Stripe, Resend, OpenAI, and Supabase, hosted on Vercel - nextboost.dev

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 - Present
 - Scrum Master, PayPal AMA events, Intern mentorship, Credit Hackathon committee

EDUCATION

B.S., Computer Science. Minor, Dance
Barrett, the Honors College at Arizona State University

GPA 3.98/4.00
May 2019

TECHNICAL SKILLS

Programming Languages: Typescript, ES6 Javascript, Java 8, Python, SQL

Frameworks/Tools/Version Control and Testing: React, Node, Express, GraphQL, NextJS, Apollo, Bootstrap, Jest, Playwright, Cypress, React Testing Library, Polly.JS, NGINX, Spring Boot, Hibernate, Maven, JUnit. Mockito, TestNG, WireMock, Swagger,

Operating System and Databases: OracleSQL, MongoDB, macOS, Linux, Windows