Job Description

Who We Are

Every year, Genesys® orchestrates more than 70 billion remarkable customer experiences for organizations in more than 100 countries. Through the power of our cloud, digital and AI technologies, organizations can realize Experience as a Service. Our vision for empathetic customer experiences at scale. With Genesys, organizations have the power to deliver proactive, predictive, and hyper-personalized experiences to deepen their customer connection across every marketing, sales, and service moment on any channel, while also improving employee productivity and engagement.

Software Developer

Do you want to be part of a fast-paced and innovative team where your work and ideas will impact more than 70 billion customer interactions in over 100 countries each year through the power of the cloud and AI?

As a Software Developer on the Workforce Engagement Management (WEM) Development Team, you will work in a fast-paced environment that supports continuous change, innovation, and experimentation. You will work with both established and cutting-edge technologies like Java, JavaScript, React, Python, Kafka, DynamoDB, Redis, AWS Lambda, and various other AWS Services to build on our micro-service cloud architecture. You should demonstrate solid knowledge in one or more of these technologies, and a drive to learn and apply new technologies to current or future projects.

Successful candidates will have the following traits:

·   Demonstrate high level of curiosity.

·   Possess solid technical and analytical skills.

·   Work closely and collaboratively with team members.

·   Proactively identify issues and improvement opportunities and follow up on them.

·   Keep up-to-date on technologies and apply them to new or existing projects.

·   Dependable and take ownership of their work.

·   Strive for excellence in the work they deliver.

Major Responsibilities/Activities

- Develop and maintain cloud applications built on top of AWS infrastructure.

- Implement high-quality new features that are scalable, available, and reliable.

- Participate in design and code reviews.

- Support other activities in the development lifecycle including requirement gathering, architecture review, testing, and documentation.

- Support production environment through handling support inquiries and addressing production issues.

Qualifications Requirements
- Bachelor's degree in Computer Science, Computer Engineering, or related disciplines.
- 2+ years of related work experience in front-end, back-end or full-stack development.
- Working experience with REST APIs.
- Demonstrable understanding of scalability, security, and availability in multi-tenant cloud architectures is a strong asset.
- Experience with Unix operating environments (Linux, macOS).

Technology Stack
- Frontend: JavaScript, HTML/CSS, React/Redux, Vue.js, Knockout, Ember.
- Backend: Java, Spring Boot, Python.
- Amazon Web Services: EC2, S3, CloudFormation, CloudWatch, Lambda, DynamoDB, SQS, Kafka, Redis.

We offer a competitive salary, flexible work hours, and a great work environment (in the office and remotely). Don't miss out on this opportunity to develop a rewarding career and be part of a fun, ever-changing work environment.

Dennis Deng

[6666 Hudson Street] | [Vancouver, V6M 999] | [647855555] |

Aug 10th, 2022

Hiring Manager
GeneSys
50 Smythe Street Suite 2000 Saint
New Brunswick, E2L 0B8

Dear Hiring Manager:

As a highly motivated computer science student with an enthusiasm to take on new challenges, the opportunity to work as a Software Developer at GeneSys interests me considerably.

As a company, GeneSys never fails to build software and web applications used across thousands of organizations. As a software engineer for the past two years, I have had the opportunity to work on projects ranging from individual work to teams of up to multiple people. After designing and implementing ReactJS and Firebase, I became proficient in my ability to create a web application utilizing React contexts adjacent to Firebase user tokens for state management. On top of this, I have hands-on experience as a software developer intern at one54 Software. As a software developer I worked in PHP, MySQL and the "Symfony Framework" day by day, contributing to fixing bugs and implementing new features to mitigate the medical school management process. My other development experience includes my role as a front-end developer on your other branch located in Ontario. With my knowledge and skills in python and bash scripting, I was able to make a user-friendly application in a complex domain. I believe my ability to perform, think on my feet and communicate clearly in a stressful

environment are one of my strongest skills, considering I was one of the team leads for resolving high priority client support requests at one45 Software. I wish to seek further growth in my experience as a Software Engineering Intern and I am sure my current communication and technical skills will fit in nicely at Stripe. I am herewith enclosing my resume with this letter; I look forward to hearing from you.

Sincerely,

Dennis Deng

Dennis **Deng**

SOFTWARE ENGINEER - BAY AREA

(647) 870-1895 | dennisd9@student.ubc.ca

Technical Skills

LANGUAGES

Proficient: Java, Python, PHP **Intermediate:** JavaScript/TypeScript **Familiar:** Bash/Shell scripting

FRAMEWORK AND TECHNOLOGIES

Web Development: Symfony, Spring, ReactJS, jQuery, NodeJS **Databases:** MySQL, PostgreSQL, Firebase **Other:** Unix, Git, Jenkins, Maven

Work Experience

GeneSys | Front End Developer, Web Maintenance

JS, PYTHON, MAVEN   Toronto, Ontario
                                                                                 Jan. 2019 - April. 2019

• Designed and implemented user interface for internal applications
• Extended product to incorporate Oxford Optical Character Recognition API
• Familiarized myself with HTML, CSS, and JavaScript

Town of Oakville | Software Engineer Intern, Payment Software

                                                                                 Oakville, Ontario

JAVA, PYTHON, MOCKITO, JUNIT, JPA, MYSQL   May. 2019 - Dec.2019

• Reduced API response times over **50%** by optimizing JPA database transactions and better caching techniques
• Developed a python automation framework which automates the setup for Tesla retail store POS devices

one45 Software | Software Developer Co-op

                                                                                 Toronto, Ontario

PHP, SYMFONY, MYSQL, JAVASCRIPT, SHELL SCRIPTING   Sep. 2018 - Dec. 2018

• Reduced report loading times by more than **80%** by refactoring database queries and implementing more caching techniques
• Developed and re-designed our bulk profile photo importing tool which reduced photo uploading time by more than **50%**

Extracurricular Activity

nwHacks (Hackathon)

https://www.nwhacks.io/

SPONSORSHIP & MARKETING EXECUTIVE   Sept. 2018 - April 2018
- As the sponsorship coordinator I closed 3 sponsors with over $5000 funding for nwHacks 2017
- I drove over 2000 applications for nwHacks 2018, also coordinated making our recap video https://bit.ly/2ms03WY

Education

The University of British Columbia

Va

ncouver, Canada

BCS IN COMPUTER SCIENCE, Candidate of Bachelor of Science

Exp. Dec. 2023
- **Relevant Coursework:** Data Structures & Algorithms, Software Engineering, Computer Systems, Operating Systems

The University of Waterloo

W

aterloo, Canada

Bachelor of Environmental Science. Major in Geomatics

2017 - 2021

6666 HUDSON STREET

Vancouver,

V6M 222

August 3rd, 2019

6666 HUDSON STREET

Vancouver,

V6M 222

Dear Rick,

I hope all is well at the Ubyssey. I'm reaching out to you because I want to ask if you would be able to provide me with a reference letter for my volunteer work there, from January 2016 to May 2017. My hours served at the Ubyssey was an exceptional experience and I learned a lot, which has heavily assisted me in my career.

I am currently in my final year at UBC and I am searching for full time Software Engineering positions. If you have some spare time, I would greatly appreciate your recommendation. Please feel free to reach out to me at (647) 870-1888 or my email, dennisd9@student.ubc.ca if you have any questions.

Thanks again,

Dennis

August 3rd, 2019

6666 HUDSON STREET

Vancouver,

V6M 222

Dear Mike,

I hope all is well at Tesla. I'm reaching out to you because I want to ask if you would be able to provide me with a reference letter for my co-op terms there, from January 2019 to August 2019. My time at Tesla was an exceptional experience and I learned a lot, which has heavily assisted me in my career.

I am currently in my final year at UBC and I am searching for full time Software Engineering positions. If you have some spare time, I would greatly appreciate your recommendation. Please feel free to reach out to me at (647) 870-1888 or my email, dennisd9@student.ubc.ca if you have any questions.

Thanks again,

Dennis

6666 HUDSON STREET

Vancouver,

V6M 222

Dear Johnathan,

      I hope all is well at one45 Software. I'm reaching out to you because I want to ask if you would be able to provide me with a reference letter for my co-op terms there, from September 2018 to December 2018. My time at one45 Software was an exceptional experience and I learned a lot, which has heavily assisted me in my career.

      I am currently in my final year at UBC and I am searching for full time Software Engineering positions. If you have some spare time, I would greatly appreciate your recommendation. Please feel free to reach out to me at (647) 870-1888 or my email, dennisd9@student.ubc.caif you have any questions.

Thanks again,

Dennis