

# Jack Ma

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## Education

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**Ontario Tech University** – Bachelor of Science (Honours) in Computer Science - **3.86 GPA** 2025

**University of Waterloo** – Bachelor of Applied Science in Electrical Engineering 2020

## Skills

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**Languages:** C#, Java, Python, C/C++, SQL, TypeScript, JavaScript, Bash

**Frameworks:** Spring Boot, .NET, React, Node.js, Express, Next.js, Angular

**Developer Tools:** Azure (Blob, Managed Identity), AWS (S3, ECR/ECS), Docker, Jenkins, Git, Maven, Jira, Linux

**Libraries & Testing:** Pandas, NumPy, Matplotlib, JUnit, Mockito, Jest

**Concepts:** Full Stack, Microservices, CI/CD, DevOps, REST APIs, Automation, Cloud Architecture

## Experience

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**Dayforce** - *Software Engineer (DevOps)* – North York, ON Sep 2025 – Apr 2026

- **Designed and implemented a Database Deletion Queue worker in C#**, automating cleanup of **5,000+ orphaned resources** and restoring **60+ TB** of storage across cloud environments, resolving recurring allocation failures
- **Eliminated** credential-related incidents and automated file discovery by creating a **hybrid file-management service** in .NET integrating on-prem servers with **Azure Blob Storage** via **Managed Identity**
- **Reduced** page load and build times **2×** by developing a new frontend in **React + Next.js**, introducing automated tests, linting, **GitHub Actions** CI/CD, and Microsoft SSO authentication, improving security, responsiveness, and maintainability

**Royal Bank of Canada** - *Software Developer (Full Stack)* – Toronto, ON Sep 2022 – Apr 2023

- **Improved** internal reporting efficiency by **80%** by building real-time React dashboards and high-performance **Spring Boot REST APIs** used by managers across multiple departments
- **Enhanced** platform performance by **40%** by optimizing **MariaDB** queries and **Elasticsearch** indices, reducing report generation time from **10s > 3s** for **100+** daily users
- **Upgraded** the backend from **Spring 5 > Spring 6**, refactoring legacy modules, removing deprecated components, and raising test coverage to **95%**

**IBM** - *Cognos Support Engineer* – Ottawa, ON Sep 2019 – Dec 2019

- **Resolved 100+** complex client issues by analyzing logs, debugging configuration scripts, and identifying defects in Cognos deployments, maintaining **98%+ system uptime**
- **Automated** deployment workflows using **Bash & Python** and developed reusable configuration templates, cutting onboarding time from days to hours

## Projects

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**Flash.ai (HackHive 2nd Place Winner)** github.com/Macpickle/Flash.AI

- **Built** an award-winning study assistant using **Google Gemini**, **React**, **Node.js**, **Express**, and **MongoDB** that converts raw notes into quizzes with secure **JWT** authentication and scalable real-time generation
- **Supported 500+ concurrent requests** during launch by optimizing backend pipelines and database access patterns

**Fragments File Hosting** github.com/RZ3M/fragments

- **Developed** a cloud-native file hosting platform using **Node.js**, **AWS S3**, **Cognito**, and **Docker** enabling secure upload, conversion, and storage for multiple file types
- **Implemented** fully automated **CI/CD** using **GitHub Actions** to build and deploy containers to **AWS ECR/ECS**, enabling **zero-touch deployments** and autoscaling