

Iris Ng

Full-Stack Software Engineer | New York, NY | 206-696-8933 | irislyng@gmail.com | <https://linkedin.com/in/irislyng>

Product-focused Software Engineer with experience building 0 to 1 user-facing consumer products. Known for shipping reliable, high-impact features, collaborating closely with product and design, and building systems that improve real user outcomes. Seeking execution-focused roles in mission-driven teams.

SKILLS

Product and Experience Engineering

- ❖ User-facing web and mobile applications (React, Typescript, React Native, Java, Kotlin)
- ❖ API design & data modelling (GraphQL, PostgreSQL, DynamoDB)
- ❖ Native AI systems (LangGraph, Python)

Platforms and Systems

- ❖ Cloud-native systems (AWS Lambda, SNS/SQS, CloudFormation, CDK), serverless, event-driven architectures)
- ❖ Operational excellence, monitoring, observability (CloudWatch, Kubernetes, Docker, Argo, Splunk)

Collaboration & Delivery

- ❖ Cross-functional development with product, design, and stakeholders
- ❖ Mentorship and system ownership without formal management

EXPERIENCE

SENIOR SOFTWARE ENGINEER, INTUIT

NEW YORK, NY

CUSTOMER RELATIONSHIP MANAGEMENT, JUN 2023 - PRESENT

- ❖ Building a greenfield CRM platform for service-based Quickbooks customers to unify accounting and sales workflows.
- ❖ Developing and designing AI-native agents and orchestration systems that execute multi-step workflows to discover, extract, and qualify leads from third-party email integrations, such as Gmail and Outlook, and manage customer relationships through conversational AI interfaces.
- ❖ Partnering with multiple engineering teams to integrate customer data across platforms, reconciling leads with existing customers, transactions, and feedback forms to provide a comprehensive view of customer relationships and engagement.
- ❖ Integrated systems onto end-to-end testing platforms to improve API reliability and regression coverage

SOFTWARE DEVELOPMENT ENGINEER II, AMAZON

SEATTLE, WA

PEOPLE EXPERIENCE & TECHNOLOGY, MAR 2022 - DEC 2022

- ❖ Designed, built, and launched a mobile benefits experience used by 1.2M+ employees, achieving 51% engagement at launch by prioritizing usability, performance, security, and employee privacy.
- ❖ Led a team of 8 engineers and collaborated with product managers, and designers to deliver features on schedule; served as a technical point of contact while remaining hands-on.

JUST WALK OUT TECHNOLOGY, JUL 2018 - MAR 2022

- ❖ Designed and deployed Spring microservices to power the digital customer experience for Just Walk Out stores
- ❖ Built non-relational databases and designed data schemas and models for scalable distributed applications.
- ❖ Experience with using infrastructure-as-code for infrastructure setup and maintenance
- ❖ Mentored engineers, supported recruiting efforts, and optimized operational workflows to reduce incoming support tickets.

KINDLE, AUG 2017 - JUL 2018

- ❖ Implemented search history features on Kindle Android app and delivered one-click buying enhancements to the manga web reader for Japanese customers, driving 75% of total revenue.

EDUCATION

MCMASTER UNIVERSITY – B.ENG.MANAGEMENT

SEPT 2012 - JUN 2017

- ❖ Graduated Summa Cum Laude
- ❖ Motorola Software Engineering Scholarship; Enbridge Higher Education Award