

Bill Pham

hppham1909@gmail.com

Phan Hoang Pham

github.com/bhppham
linkedin.com/in/bhppham

EDUCATION

Tufts University

Master of *Human Factors Engineering*

Current GPA: 4.00/4.00

Expected MAY 2027

Worcester Polytechnic Institute

Bachelor of Science in *Computer Science and Data Science*

GPA: 3.60/4.00

MAY 2022

WORK EXPERIENCE

JumboCode

Software Developer | [Website](#)

- Build reusable **React** components for non-profit client's web platform
- Integrated front-end with back-end via API calls and dynamic data rendering
- Mentor underclassmen developers and promote **Agile** development practices within the team

SEP 2025 — Present

Medford, MA

Tracelink

Software Engineer | [Website](#)

- Led development of a message replay system to preserve customer-entered data during internal platform failures
- Enhanced auto-scaling of **Kubernetes** pods by optimizing system response to load changes
- Improved the ease of pipeline metadata creation by reducing the payload size for API handlers
- Designed a metrics suite (**Kibana**, **Grafana**) to improve internal data processing observability
- Developed **JMeter** performance test suite integrated with **Kubernetes** and **Prometheus** APIs, confirming 4× improvement in message processing throughput

JAN 2023 — JUN 2025

Wilmington, MA

CommCreative

Front-end Engineer | [Website](#)

- Built web pages and marketing emails from clients' designs with **HTML/CSS/JS(jQuery)**
- Created landing pages template designs with **PHP(TWIG)**
- Maintained clients' websites through Content Management Systems (WordPress, Drupal, HubSpot)

JUN 2022 — DEC 2022

Framingham, MA

WPI Global Lab

Front-end Engineer | [Website](#)

- Restructured, redesigned & maintained Lab's website with Divi WordPress
- Improved the lighthouse (performance, quality, and correctness) score from low 30s to high 80s
- Created custom designs in **HTML/CSS/JS**

SEP 2021 — MAY 2022

Worcester, MA

PERSONAL PROJECTS

Othello Game | A web application to play Othello against an AI

- Utilized **Node.js** child processes to implement AI in Python
- Implemented mini-max algorithm in **Python**
- Created interface with **React.js** and Express.js API calls

GitHub

VisQuiz | Research Project in graphical perception

- Created web quiz app in a team of four with **React.js** front-end and **Node.js** back-end
- Designed an experiment to measure participants' data visualization literacy with **Rscript**
- Improved participants' graphical perception through feedback animation in **D3.js**
- Managed trials' data with Firebase and visualized the data for journal paper in **Rscript**

Journal Paper

Choice Decider | A web application to help users make group decisions

- Lead a group of four ensuring equal learning outcomes
- Handled client/server communications through **AWS API Gateway**
- Utilized **AWS Lambda Functions in Java** to handle multi-user interactions
- Managed user data and interface with **AWS S3 & RDS**

GitHub

SKILLS

Languages

Python, Typescript, JavaScript, Java, SQL, HTML, Rscript, JSON, YAML

Tools & Frameworks

RxJava, Kafka, Redis, React.js, Node.js, jQuery, Kibana, Grafana, Kubernetes, AWS, Tailwind