

# KAYLING WONG

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## PROFESSIONAL EXPERIENCE

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### PROS

**Miami, FL, USA**

*Software Engineer*

*February 2021 - Present*

- Successfully developed and deployed a performance-driven feature for 150+ airlines, enabling account optimization via personalized recommendations; leveraged AWS Lambda, S3, Athena, Redshift, MongoDB, Node.js, and Jenkins.
- Resolved a critical data normalization issue affecting **80+** airlines, recovering essential booking data within 48 hours to ensure the success of the Q3 QBR, which reported **14.54%** revenue growth; formally recognized at the R&D Townhall for impactful contributions.
- Significantly reduced monthly AWS Athena SQL query costs by **92.3%** through strategic optimization of the AWS Lambda function, resulting in enhanced cost-efficiency and improved data processing efficiency.
- Designed and developed user-centric front-end features and components for global fare marketing products, including the airTRFX Control platform. Utilized Angular.js, Angular 9, TypeScript, Syncfusion, and UIKit to improve user interaction and experience.
- Developed a JavaScript and Node.js tracking package that enhanced customer engagement data by **219%** and increased user retention by **15.8%** within 30 days. Standardized internal component data to align with PROS data standards and integrated seamlessly with Google Tag Manager (GTM) and Google Analytics to track and measure marketing performance.
- Wrote technical documentation covering feature architecture, QA strategies, and development workflows.
- Built and deployed modular AI-agents and chatbot workflows using **Langflow**, integrating OpenAI-powered flows to enable dynamic data visualization and interactive analysis for customer-facing web tools. Applied **prompt engineering** techniques to create effective task-specific instructions for each agent.

### State Farm

**Remote**

*Technology Intern*

*May 2020 - July 2020*

- Worked on the development of an Intelligent Messaging Platform using TypeScript, Terraform, and AWS, resulting in a **308%** increase in Customer Opt-In responses. Utilized a DevOps focused development cycle.
- Collaborated in a cross-functional team to create a production application enabling two-way communications between State Farm and over 30,000 customers, enhancing customer engagement.
- Improved task board organization by implementing project-specific labels, streamlining onboarding and operational efficiency.

## SKILLS

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**Technical:** JavaScript, TypeScript, HTML, CSS, Angular, AngularJS, React.js, AWS, Python, MongoDB, Web Development, Node.js, SQL, Jenkins, Google Analytics, GCP, Figma, Jira, Git, Langflow, Prompt Engineering

**Other:** Market Research, Data Analysis

**Languages:** English, Spanish, Dutch

## EDUCATION

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**Florida International University**

**January 2017 - December 2020**

*Bachelor's, Computer Science*

*GPA: 3.56*

## LEADERSHIP & EXTRACURRICULAR ACTIVITIES

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### The Stem Embassy

**Aruba**

*Coding Instructor*

*July 2022 – Present*

- Facilitated and led dynamic technical workshops in collaboration with the STEM Embassy, delivering engaging and informative sessions that aided young students with basic coding skills in HTML, CSS, JavaScript, and Python.

### INIT

**Miami, FL, USA**

*Executive Board Member*

*January 2018 – October 2024*

- Managed INIT's online presence as Social Media Director.
- Led event photography and videography as the Social and Digital Lead Organizer for ShellHacks 2018 and 2019, Florida's largest student Hackathon hosted by INIT.