CAROLYN LAM
◆ SOFTWARE ENGINEER ◆

iamclamclam@gmail.com
(978) 631-9469
www.iamclamclam.com

PROFILE

Frontend-focused software engineer based in Salem, MA with 8+ years of experience building React and TypeScript applications. Former special educator known for clear communication, positivity, and a strong sense of ownership. Passionate about learning, growth, and building user-centered experiences with care and empathy.

SKILLS

React, Redux, TypeScript, JavaScript (ES6+), HTML5, CSS3, Apollo Client, GraphQL, Prisma, Node.js, Storybook, Flipper, Jest, PostgreSQL, REST APIs, Docker, React Hook Form

EDUCATION

Suffolk University
BS in Sociology
Boston, MA · 2010 - 2012

Clark University
Worcester, MA · 2008 - 2010

RELEVANT WORK EXPERIENCE

Scope3 — Remote
Senior Full Stack Engineer — Sep 2024 – May 2025
Customer Experience Team

- Redesigned contract pricing architecture by introducing a new RateCard table and restructuring backend and frontend systems to support flexible, multi-dimensional pricing. Refactored core models, mutations, and UI components to ensure consistency across the application.
- Launched Rate Card Groups with time-based dimensions, designing the UI independently and implementing backend logic to support historical and future pricing tied to specific contract periods — a foundational change for long-term rate planning.
- Built a dynamic country code selector integrated into usage-based pricing logic, supporting granular CPM rules by region and improving accuracy for global campaigns.
- Authored a comprehensive RFC proposing a new Admin UI approval workflow to streamline internal review and sign-off processes. Defined technical design, user flows, and cross-team considerations across engineering, product, and operations.
- Enhanced dynamic tier editors for volume, media spend, and revenue share pricing in the contract UI, improving validation, reliability, and UX in a complex React Hook Form setup.
- Led the initiative to sync all active contracts to HubSpot deals, designing lifecycle-aware sync logic for new contracts, renewals, terminations, and deal stage transitions. Partnered closely with the commercial team to ensure reliable CRM visibility and eliminate data gaps across the contract lifecycle.
- Wrote comprehensive unit and integration tests to validate pricing logic, form behavior, and sync accuracy — improving system correctness and reducing regression risk.
- Contributed full-stack code in a TypeScript monorepo using React, Node.js, Prisma, PostgreSQL, and Docker, maintaining high standards for clarity, performance, and cross-team alignment.

Brex — Remote
Software Engineer II — Apr 2022 – Jan 2024
Accounting Experience · Frontend Focus

- Spearheaded frontend development for the Custom Field Management project, introducing granular control over accounting fields (editability, field value conditions, and a new Multi-Level List type). Designed a recursive component to support up to 5-level nested structures.

- Collaborated closely with product managers, designers, and backend engineers to define scope, write technical design docs, unblock misalignments, and deliver features aligned with accounting workflows.
- Partnered with backend teams to design and adapt APIs for custom field logic, resolving implementation conflicts through proactive documentation, meetings, and design negotiation.
- Upgraded the Accounting Journal table by integrating the new Brex component table in React, while retaining support for bulk/in-line editing, field updates, and column visibility toggles.
- Teamed with backend engineers to build Workflow Custom Rules, using GraphQL for custom endpoints and designing request/response structures that powered flexible transaction logic.
- Supported React Native mobile features and shared logic for accounting dashboards.
- Participated in on-call rotation to investigate and resolve customer-reported issues in the dashboard and mobile app, increasing response speed and issue clarity for support teams.
- Contributed to budgeting and integrations across teams, implementing async field updates and addressing cross-functional feedback for accurate transaction filtering.

HubSpot   Remote
Software Engineer   Jan 2021 - Apr 2022
Machine Learning · Frontend Team

- Built the Tracked Terms feature for Conversation Intelligence, enabling users to search transcripts for custom keywords (e.g., competitor names). Designed a seamless interaction model with clickable tags that synced with transcript search and media playback for faster insight discovery.
- Developed a Timestamp Plugin using Draft.js, allowing users to tag moments in a call from comments. Clicking a tag jumped to the referenced timestamp — improving speed and clarity in team collaboration.
- Migrated React class components to Hooks and added unit tests to improve reliability across the CI pipeline.
- Partnered with product, design, and backend to iterate on discovery flags, help links, and feature adoption tools — balancing UX priorities with technical feasibility.
- Delivered internal demos and documentation to support launches and communicate the value of Conversation Intelligence tools.

Tin Roof Software (acquired by Cognizant in 2020)   Remote
Software Engineer II   Sept 2019 - Jan 2021
Client Projects: Cox Communications, Warner Media

- Built a full-stack internal health dashboard for Cox's Automation team using React, Node.js, Puppeteer, MariaDB, and Docker — consolidating region-based scraping data and automating scheduled tasks to reduce manual QA and improve real-time visibility.
- Converted legacy React class components to functional components and custom hooks.
- Designed and implemented database schemas and backend endpoints to store and serve health check data, integrating with the frontend dashboard for real-time monitoring.
- Delivered a proof of concept for Warner Media using React, TypeScript, GraphQL, and MongoDB to explore modern full-stack architecture for internal tools.

The Home Depot   Atlanta, GA
Software Engineer   Mar 2017 – Sept 2019
Supply Chain Team

- Migrated a legacy internal app from Angular 1 to Angular 4, improving performance, maintainability, and user experience for the Import Order Management platform.
- Self-taught React and built the UI for a new internal tool, implementing multi-file upload/download workflows to support key business processes.
- Helped drive $4.6M in cost savings by optimizing internal tools and improving workflow usability.
- Partnered with backend engineers to define API contracts, write Java tests, and integrate frontend features.