

CAROLYN LAM

◆ SOFTWARE ENGINEER ◆

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PROFILE

Frontend-focused software engineer based in Salem, MA with 8+ years of experience, including 6+ years in React and TypeScript. Former special education professional known for clear communication, positivity, and strong 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

Senior Full Stack Engineer

Customer Experience Team

Remote

Sep 2024 – May 2025

- Redesigned contract pricing architecture, introducing a flexible multi-dimensional RateCard model and restructuring backend (Prisma/Postgres/Node.js) and frontend (React/TypeScript) systems for consistency and scalability.
- Partnered directly with the commercial team and engineering manager to map renewal and contract workflows, authored a technical proposal, and implemented an end-to-end sync (Node/Prisma backend, HubSpot API, Temporal jobs) to ensure contract data accuracy and reliability.
- Designed and launched Rate Card Groups with time-based pricing, owning both the backend logic and the UI/UX for historical and future rates, and validating business rules with stakeholders.
- Led discovery for usage-based pricing, creating a dynamic country code selector that supported granular CPM logic by region and improved global campaign accuracy.
- Authored a comprehensive RFC proposing a new Admin UI approval workflow, streamlining internal review and sign-off processes by aligning business and technical requirements.
- Enhanced dynamic tier editors (volume, media spend, revenue share) in the React Hook Form UI, improving validation, reliability, and overall user experience.
- Directed cross-functional testing and rollout of new contract flows, expanding unit and integration test coverage, reducing regressions, and strengthening system reliability.
- Worked closely with commercial stakeholders to shape requirements and deliver full-stack features in a TypeScript monorepo, bridging business needs with technical delivery.

Brex

Software Engineer II

Accounting Experience · Frontend Engineer

Remote

Apr 2022 – Jan 2024

- Drove frontend development for the Custom Field Management project, architecting a recursive component to support up to 5-level nested structures and deliver granular control over accounting fields (conditional logic, editability, and Multi-Level List types).
- Upgraded Accounting Journal table with a new Brex React component, integrating core workflow controls for managing transactions between states (e.g., Review to Exported) whilst maintaining complex editing features.

- Designed and implemented client-side transaction logic for Workflow Custom Rules, collaborating with backend teams on GraphQL schema and API requirements to power flexible features.
- Engineered asynchronous field updates and optimized transaction filtering for budgeting and integrations teams, leveraging cross-functional feedback to refine data accuracy and front-end load times.
- Collaborated cross-functionally with product managers, designers, and backend engineers to define scope, write design docs, resolve misalignments, and deliver features aligned with accounting workflows.
- Interviewed and evaluated frontend engineering candidates, assessing technical skills and cultural fit to Brex's company values, contributing to team growth and hiring decisions.
- Investigated and resolved critical customer issues during on-call rotation, identifying and patching root causes in the dashboard and mobile app's FE logic to improve system stability and reduce support load.
- Contributed to mobile development in React Native, implementing key dashboard features and optimizing shared business logic to ensure a consistent and reliable user experience across platforms.

HubSpot

Software Engineer

Machine Learning · Frontend Engineer

Remote

Jan 2021 - Apr 2022

- Built the Tracked Terms feature for Conversation Intelligence, enabling users to define and search for custom keywords (e.g., competitor names) in call transcripts, with clickable tags to jump directly to the matching transcript line and playback moment — speeding up insight discovery.
- Created 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.
- Aligned with product, design, and backend teams to iterate on discovery flags, help links, and feature adoption tools — balancing UX priorities with technical feasibility.
- Joined customer calls with PMs to uncover pain points and guide feature priorities.
- Delivered internal demos and documentation to support launches and communicate the value of Conversation Intelligence tools.

Tin Roof Software (acquired by Cognizant in 2020)

Software Engineer II

Client Projects: Cox Communications, Warner Media

Remote

Sept 2019 - Jan 2021

- Expanded a full-stack health dashboard for Cox's Automation team (React, Node.js, Puppeteer, MariaDB, Docker), adding frontend components, tables, and web-scraping to improve automation and visibility.
- Designed schemas and built backend endpoints to serve health check data, integrating with the dashboard for real-time monitoring.
- Converted legacy React class components to functional components with custom hooks and unit tests.
- Worked with fellow engineers to build 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

Software Engineer

Supply Chain Team

Atlanta, GA

Mar 2017 – Sept 2019

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