

Hai Shun Hsiao

haishunhsiao@gmail.com / +1 236 863 1438 / linkedin.com/in/hai-shun-hsiao / haishun.ca / Vancouver, BC, Canada

PROFESSIONAL SUMMARY

IT support specialist and software engineer with 3 years of on-site experience building production tooling, web applications, and internal workflow automation. Track record of spotting manual bottlenecks and shipping in-house tools the team adopts: built an STDF production monitoring web app at Amkor that retired a USD 12,000/year proprietary license, and built begin.mobi at Bell Canada, an internal plan-matching tool now in daily team use (50% search-time reduction). Comfortable across Python (Flask/FastAPI) and TypeScript (Next.js) stacks, triaging issues under pressure in fast-paced environments. Based in Vancouver, PGWP-eligible.

CORE COMPETENCIES

Web Development / Python / TypeScript / Linux / Bash / Git / REST APIs / Workflow Automation / IT Support / Agile & Scrum

WORK EXPERIENCE

Bell Canada, Sales Consultant

Nov 2025 – Present

Vancouver, Canada

- **Built an internal plan-matching tool on personal initiative** (live at [begin.mobi](#)). Spotted agents searching dual-brand mobile plans by hand; designed and shipped the tool outside assigned scope. Now in daily team use; cut consultation and search time by over 50%.
- **TypeScript batch processing on Twilio API**: built a Next.js server-action backend to replace manual cold-calling end to end (list ingestion, message personalization, dispatch, delivery tracking). Delivered 6,000+ personalized messages at 3% prepaid-to-postpaid conversion.
- **Customer-facing technical support**: troubleshoot devices, resolve customer issues, and translate technical concepts for non-technical audiences in a fast-paced retail environment.

Atomo.social, Full-Stack Engineer (Freelance)

Jan 2025 – Jun 2025

Remote (part-time, during BCIT studies)

- Built a Flask + SQLAlchemy backend and Next.js frontend for a community platform. ~35 endpoints deployed to production.

62romeo, IT Support Specialist (Freelance)

May 2024 – Dec 2024

Remote, US-based client (part-time, during BCIT studies)

- Built a backstage dashboard for student data and survey tracking; resolved day-to-day IT issues and maintained a runbook of common fixes for the team.
- Migrated a legacy project from Vue 2 to Vue 3 with zero downtime, improving performance and maintainability.

Amkor Technology, Inc., Production System Development Engineer

Jul 2021 – Mar 2023

Taoyuan, Taiwan

- **STDF production monitoring web app (self-serve line-capacity metrics)**: built the orchestration, API, and dashboard layers around a colleague's Python STDF parser. Production, ops, and engineering teams self-served metrics that previously required ad-hoc data requests; retired a USD 12,000/year closed-source tool. Stack: Python (Flask/FastAPI), Node.js/Express + Vue on Linux, MongoDB + SQL.
- **Process & Documentation**: promoted Agile practices, set up version control, and built documentation standards for the team.

PROJECTS

Auto Futures Trading Machine

github.com/tpss930141011/auto-futures-trading-machine

Distributed, event-driven automated trading platform on Python 3.12 + ZeroMQ. Built on **SOLID and Clean Architecture** with separation between domain, application, and infrastructure layers. **ZeroMQ pub/sub + req/rep** for IPC to parallelize market-tick handling across processes (bypassing Python's GIL). **DLL Gateway pattern** centralizes broker API access to eliminate plaintext credential storage.

Stack: Python 3.12, ZeroMQ, msgpack, pytest (95%+ coverage), Poetry, pylint, GitHub Actions CI.

EDUCATION

Certificate, Computer Systems, British Columbia Institute of Technology, Vancouver, Canada

May 2024 – Mar 2026

Certificate, UX Design, BrainStation, Vancouver, Canada

Jun 2024 – Jul 2024

Bachelor's Degree, Computer Science, Feng Chia University, Taichung, Taiwan

2016 – 2020

VOLUNTEERING

Outreach Coordinator, Google Developer Group Surrey, Surrey, Canada

May 2024 – May 2025

SKILLS

Systems & Languages Linux, Bash, Git, CI/CD, TCP/IP; Python, TypeScript, JavaScript, C, SQL

Frameworks & Libraries Flask, FastAPI, SQLAlchemy, Next.js, React, Node/Express, Vue, tRPC, Prisma, Supabase, MongoDB, Azure OpenAI