

## EDUCATION

---

### Pok Fu Lam, Hong Kong

### The University of Hong Kong

September 2016 – May 2020

- Bachelor of Engineering in Computer Science with minor in Cognitive Science
- Full Scholarship for 4 Years
- Highlight Courses: *Design and Analysis of Algorithms, Machine Learning, Computer Vision, Distributed Systems*

## EMPLOYMENT

---

### Software Engineer, Intern

### GRAIL Inc.

June – August 2018

- **Removed the need for manual invoicing** by designing and implementing a billing system from scratch for automated monthly invoicing of customers. (*Golang, React, Redux, Material-UI*)
- **Increased efficiency of sales and finance teams** by securely integrating with third-party billing (NetSuite) and CRM (Salesforce) systems to sync billing and customer information in real-time.
- **Addressed customer service and marketing needs** by designing and implementing an ad hoc billing system to make corrections in invoices, add discounts during marketing drives and support special pricing per customer.

### Technology Solution Provider, Intern

### Microsoft Hong Kong

June – August 2017

- **Reduced customer service cost by 30%** by designing and implementing an AI-infused customer service platform using Azure's cognitive services. Composed of chatbot, NLP and speech-to-text on the frontend with a robust analytics-based backend. (*Node.js, jQuery*)
- **Reduced time to find optimal Azure offerings for customers by 75%** and gave sales team a competitive edge by developing a web app which allows convenient searching and filtering of offered products while comparing them with those of competitors such as AWS. (*jQuery*)
- **Allowed small retail businesses to remain competitive against big brands and online stores** by developing a complete retail solution composed of facial recognition, emotion detection, smart chatbot, easy-to-use frontend and a robust backend. (*Python, Meteor*)

## HIGHLIGHT PROJECTS

18 other projects at [WaqasAliAbbasi.com/work](https://WaqasAliAbbasi.com/work)

- **oalevelnotes.com**: Community for high school students to share resources. (30,000 monthly active users)
- **Chairman**: R-CNN powered person detection model to find unoccupied learning spaces on campus.
- **CreditSense**: Inter-bank credit scoring platform powered by blockchain and machine learning.
- **Big Two**: Multiplayer networked cross-platform card game. (*Java*)
- **Time**: VR game to promote heritage of Kowloon Walled City Hong Kong. (*C#/Unity*)

## SKILLS AND TECHNOLOGIES

---

- **Core** Go, JavaScript, Python, C/C++, Java, PHP, SQL, Shell, Unix
- **Web, Mobile & Database** React, Redux, React Native | D3.js, Unity | MySQL, MongoDB
- **ML/AI** Classification, Regression, Search, Reinforcement Learning, Markov Models
- **Blockchain** Solidity, Ethereum, MultiChain

## ADDITIONAL EXPERIENCE AND AWARDS

[WaqasAliAbbasi.com/achievements](https://WaqasAliAbbasi.com/achievements)

- **Teaching Assistant** ENGG1111 - Computer Programming and Applications
- **Cyberport Creative Micro Fund** Seed-funded HK\$100,000 for development of project CreditSense
- **Radica/UBS BigDatathon 2018** Winner
- **Chengdu 80 2018** (*international inter-university fintech competition*) Runner-up
- **Microsoft Imagine Cup** Runner-up in Hong Kong | Most Innovative Award
- **Shanghai Commercial Bank Fintech Hackathon** Winner in Hong Kong | Runner-up in Greater China

## POSITIONS OF RESPONSIBILITY

---

- **Founder Chi Sun Turing Club** A student group working on tech-driven solutions to improve student life in residences of University of Hong Kong.