

# Christopher Lu

## Software Engineer

React • Next.js • TypeScript • Node.js • Kubernetes

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### PROFESSIONAL SUMMARY

Software Engineer with experience building scalable web applications, cloud-native developer tools, and customer-facing software using React, Next.js, TypeScript, and Node.js. Proven track record of improving application performance, automating workflows, and delivering maintainable solutions with measurable engineering impact.

### TECHNICAL SKILLS

Languages: TypeScript, JavaScript, SQL

Observability: Prometheus, Grafana

Frontend: React, Next.js, Redux, HTML5, CSS3, Tailwind CSS

Databases: PostgreSQL, MongoDB

Backend: Node.js, Express.js, REST APIs, GraphQL

Testing: Jest, React Testing Library

Cloud & DevOps: Kubernetes, Docker, AWS

Tools: Git, GitHub, Jira, Agile/Scrum

### PROFESSIONAL EXPERIENCE

#### Tern Systems | Full Stack Software Engineer | 2024–Present

- Improved billing accuracy by 60%+ while reducing manual tax calculation errors by 40% through automated ZIP code-based tax calculations.
- Reduced unnecessary page reloads by 33% and improved application load times by 25% by optimizing Next.js routing.
- Accelerated feature delivery by standardizing reusable React components and shared TypeScript models.
- Collaborated across product and engineering teams to deliver scalable customer-facing features.

#### OSLabs | Software Engineer | 2023–Present

- Engineered KlusterBud, an open-source Kubernetes observability platform using React, TypeScript, Node.js, Express, Prometheus, and Grafana.
- Enabled faster identification of pod health issues and CPU anomalies through PromQL-powered dashboards.
- Improved dashboard responsiveness by approximately 20% by designing scalable metrics APIs.
- Built reusable React Hooks and modular architecture that reduced duplicated logic and streamlined future feature development.

#### OpenDock | Customer Support Analyst II | 2022–2023

- Resolved complex software issues by partnering with engineering teams to deliver product improvements.
- Led peer knowledge sharing and trained teammates on troubleshooting workflows, improving support consistency.
- Collaborated with developers to prioritize recurring issues, improving platform reliability and customer experience.

#### Apple | Specialist (Business/Product/Voice & Chat Tier 1 Support) | 2018–2022

- Delivered exceptional customer experiences by diagnosing and resolving complex hardware, software, and account-related issues, consistently balancing technical accuracy with customer satisfaction in a high-volume environment.
- Mentored and trained new team members on Apple products, technical troubleshooting methodologies, customer engagement best practices, and operational procedures, contributing to faster onboarding and stronger team performance.
- Collaborated with cross-functional teams to maintain operational excellence, exceed customer service performance expectations, and support daily store initiatives through effective communication, knowledge sharing, and leadership by example.

### PROJECTS

#### christopherlu.dev | Personal Engineering Portfolio

- Designed and developed a responsive portfolio using Next.js, React, TypeScript, and Tailwind CSS to showcase engineering projects, publications, and professional experience.
- Implemented reusable component architecture, dark mode, and performance-focused responsive design while creating a scalable foundation for future technical content.

### EDUCATION

Stony Brook University - Biology