

Junbo Kim

Software Engineer

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Full Stack Software Engineer with 2.5 years of experience building scalable, user-focused products in agile environments. Skilled in React, Go, PostgreSQL, and gRPC, with a strong record of delivering reliable features at scale. Known for clear stakeholder communication, cross-functional leadership, and problem-solving rooted in customer empathy.

WORK EXPERIENCE:

SafetyCulture – Software Engineer

June 2024 – Present

Surry hills, Sydney NSW

- **High-Stakes Customer Migration:** Orchestrated the migration of **4.5k + organisation (~16k users, ~90M+ revenue)** to a new analytics experience, **achieving zero downtime or churn**.
- **Feature Rollout Management:** Oversaw **30+ feature releases** via **LaunchDarkly**, ensuring smooth deployments and consistent delivery timeline. Proactively removed **50+ legacy feature flags** to improve codebase maintainability.
- **Data Migration at scale:** Migrated **450M+ data rows** while maintaining **uninterrupted service** availability and system integrity.
- **Leadership & Stakeholder Management:** Acted as **Interim Engineering and Product Manager**, driving cross-functional planning, stakeholder communication, while continually delivering high-quality features.
- **Incident Response:** Served as **Incident Commander**, coordinating between engineering and support teams to triage and resolve production issues, restoring system stability.
- **Initiative driven development:** Developed and deployed **data generator tools**, enabling GTM teams to create demo data and accelerating sales and onboarding of new customers from **hours of preparation to minutes**.

SafetyCulture – Junior Software Engineer

May 2023 – June 2024

- **Test Automation Ownership:** Rebuilt and maintained **Cypress E2E testing framework**, ensuring comprehensive coverage of critical workflows and **reducing test execution time by 40%**.
- **UI/UX Revamp:** Led the **end-to-end reimplementation** of **chart creation and configuration interface**, introducing new concepts such as pre-defined charts, and suggestive dashboards per domain.
- **Mentorship:** Mentored an intern through **project scoping, onboarding, and best practice training**, ensuring a successful internship outcome.
- **Customer interaction initiative:** Organized and coached 1:1 customer interaction session with 20+ engineers, fostering a stronger customer-focused engineering in Townsville, Queensland office.
- **Customer Issue Resolution:** Fixed **30+ customer impacting bugs** directly resolving issues for **50+ customers** and contributing to product stability.

SafetyCulture – Customer Support

May 2021 – May 2023

- **Knowledge Management:** Consolidated all customer-facing documentation into **AWS DynamoDB**, eliminating duplication and improving content management efficiency.
- **Customer Impact:** Achieved **90%+ QA and CSAT ratings** in a customer support role, resolving **~500 cases monthly (~17% of global volume)** and feeding insights into product improvements
- **Facilitated bug reporting and incident management** to ensure positive customer experience.

Personal Projects:

Personal Portfolio - <https://junbojoshuakim.com/>

Tech Stack: [Next.js](#), React, Tailwind, Framer Motion, Cloudflare Pages

- Designed and developed a personal portfolio from scratch to showcase modern [Next.js](#), Framer motion animation and React techniques.
- Implemented responsive design and interactive components to ensure an engaging experience across devices.
- Deployed with Cloudflare Pages for fast, reliable deployment.

SKILLS:

Frontend

- React
- Next.js
- Redux
- Typescript
- Tailwind

Backend

- Go
- PostgreSQL
- gRPC
- Kafka
- Temporal

Testing & Tools

- Cypress
- LaunchDarkly
- pgAdmin
- Grafana
- Docker

Leadership & Collaboration

- Project Management
- Stakeholder Communication
- Mentoring & Onboarding
- Customer first development

Education:

University of Sydney

Graduated 2022

Bachelor of Science (Computer Science)