Eileen Jiang

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Block Inc –
Backend Software Eng
(2017 - Present)

Square Appointments:
- Implemented mechanism to de-duplicate Sidekiq jobs on all Ruby apps at Square, increasing job processing efficiency at high load. Total of 450k+ jobs deduped per day.
- As part of Square's new focus on reliability, set up our team's monthly Operational Review process to define SLO metrics and pinpoint low-performance components. Strengthened team understanding of system issues and reduced oncall burden.
- Led effort to upgrade all 150+ Ruby apps at Square to Sidekiq 7 due to EOL and security vulnerabilities. Provided 1:1 support for teams.
- Implemented integration to send out a Contract to a client as part of appointment email/SMS notifications. Contracts can be customizable by appointment services or signed status. Total of 11.3M contracts sent over 3 years.
- Implemented reporting that allows Square Appointments sellers to view their client retention and pre-booking rates across any period of time. High priority ask by strategic sellers and reduced churn risk.

Customers Directory:
- Designed and implemented automatic identification and merging of duplicate customers in seller Customer Directories, leading to 45 million customers merged (3% of all customers). Reduction in duplicate customers increased seller efficiency on integrated Square products, such as Marketing, Loyalty, Invoices, etc.
- Implemented a layer of audit history built on vanilla MySQL, adaptable to any future DB schema changes. Provided data auditing and customer data recovery, a top ask by the largest Square sellers.

Technologies: Ruby on Rails | Sidekiq | Golang | Java | Kotlin

Facebook –
Software Eng Intern
(Summer 2016)

- Improved push notification performance for Messenger and FB
- **Technologies**: Java | Hack

Carnegie Mellon University -
Bachelor of Computer Science (Minor in Human-Computer Interaction)
(2013 - 2017)