Eagle Tong

eaglextong@gmail.com | +1 9176783461 | https://eagletongx.github.io | New York, NY

Experience

Amazon
Software Engineer II / Project Lead   2019.08 - Present
Selected Projects:
- **Customer Self-service Onboarding**
  - Led a team of UX designers and engineers to design and build a self-service onboarding solution on AWS Console.
  - Drove cross-functional collaboration among dependency teams, coordinated the production release timeline, assessed and mitigated risks to ensure successful launch.
- **Platform Resources Deletion Architecture**
  - Led 5 engineers to deliver resources deletion architecture and public APIs leveraging various AWS services.
  - Defined product requirements, wrote a working backwards plan, created and scoped technical stories.
- **Redesign Payment Ledger**
  - Derived product requirements from customer anecdotes, collaborated with UX to design new ledger that improves customer experience.
  - Designed pagination solution and implemented payment items grouping, resulting in a 15% reduction in latency.
- **Third-Party Seller Reimbursement**
  - Collaborated with global payment teams, built a seller reimbursement solution which leads 25% revenue increase.
  - Designed and implemented the balance allocation cycle and reward system which support seller promotions.
- **Tier-1 Services Peak Readiness Campaign**
  - Led 4 engineers on Peak Readiness Campaign for 7 tier-1 services, establishing best practices for seamless services scaling during peak time.
  - Defined success metrics and reliability targets, executed dependency failure injection tests and load testing.

ColorEat
Founder   2018.07 - 2019.05
- Designed a nutrition management application to help young adults achieve healthy eating habits.
- Conducted 80 customer interviews and market research to define and validate customer requirements.
- Built a personalized food recommendation system and mobile application with React Native.

OneRise Accelerator
Head of Partnership   2022.02 - Present
- Work closely with cohort founders, providing training, mentorship, and connections to support them in building their startups.
- Lead team to design and organize events including Demo Day, founders roundtable, and workshops.
- Build and maintain relationships with partners and investors, identifying opportunities for collaborations and partnerships.

What's Your Answer Org
Founder   2023.02 - Present
- Found and build the organization which aims to inspire deeper self-reflection and foster open-minded exploration on life and choices.
- Develop the strategic plan, create the roadmap, and conduct street experiments.

Tencent THINC Fellowship Program
Program Manager   2021.04 - 2022.05
- Led a 6-member team to design a fellowship program for young leaders from 30 countries.
- Designed and co-organized 12 webinars focusing on technology topics, including Tech x Education, Tech x Healthcare, etc.

PricewaterhouseCoopers (PwC) Management Consulting
IT Consultant   2016.09 - 2017.04
- Worked on the bank pricing system project, understanding and translating clients' business needs to technical requirements.
- Researched and analyzed big data applications in the financial market to support business decisions.

Education

New York University
M.S. in Computing, Entrepreneurship, and Innovation   2018.05 - 2019.05
- **Courses:** Artificial Intelligence, Natural Language Processing, Strategy, Design&Innovation, Leadership in Organization, DevOps and Agile Methodologies

Jilin University
B.S. in Computer Science and Technology   2013.09 - 2017.07

Skills

Business Skills: Customer Empathy, Strategic Planning, Program Management, Effective Communication, Operational Excellence
Technical Skills: AWS, Scrum/Agile, SQL, Docker, CI/CD, Java, Python, Figma, PyTorch