JASON YAO

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EDUCATION

New York University
College of Arts & Science
BA in Computer Science
Grad. May 2017

SKILLS

Programming

Languages
Java, Python, C++, TypeScript, C, Bash

Web Frameworks
Spring/SpringBoot, Spring Reactor/WebFlux, Django, Flask, NodeJS, Express, Vue 3

Data Layer/Caches
PostgreSQL, MongoDB, Redis, Hibernate, JPA, R2DBC

Message Buses
Kafka, AWS SQS, RabbitMQ

Observability
Prometheus, Grafana, LightStep, OpenTelemetry

Tools
git, vim, Kubernetes, Docker, Github Actions, DroneCD, LaTeX, Consul

General

Languages (Native Fluency)
English, Chinese

Miscellaneous
I know how to learn, use Google, sing badly in the shower, and read SO

09.01.2023

EXPERIENCE

Google   New York, NY (2 years, 0 months)
Software Engineer L4 (Google Search)   Sep 2021 – Present
- Proposed, designed, and lead team of 5 SWEs in implementation of a plan to improve Google Search debugging performance, leading to a **99.8% error rate reduction**, **and ~70% latency improvement**, and over 500 SWE-days saved in time per year
- Proposed, designed, and lead team of 5 SWEs in implementation on next generation service architecture enabling faster developer velocity and additional latency improvements

Squarespace   New York, NY (3 years, 6 months)
Software Engineer III (Domains)   Mar 2018 – Sep 2021
- First engineer on Domain Registrar team, **turned Squarespace into a Domain Name Registrar,** enabling direct domain registration and management without 3rd parties.
- Designed and built registrar TLS, EPP, and product features that **lowered domain registrations from ~30s to ~100ms (99.6% latency reduction)**
- Designed and built robust backend services and systems for Squarespace Emails that **lowered error rates from ~40% to ~2%**, and **decreased customer support volume from ~60% to <1%**
- Reduced company reliance on 3rd party vendors by building out registrar functionality in-house, lowering domain costs on average by ~20%, and **provided new uptime guarantee of 99.9% compared to old 3rd party's 95% uptime** for all domain actions
- Proposed, designed, and built the backend systems for a generic fraud detection system, increasing the number of identified fraudulently purchased domains by over 3.5 times baseline. Converted fraud detection model at Squarespace from reactive to customer write-ins to proactively identifying fraudulently purchased domains
- Wired up deep observability metrics via Prometheus/Graphana, **providing useful technical and business dashboards and alerts in previously opaque systems running in production**

MediaMath   New York, NY (9 months)
Software Engineer I & II   Jul 2017 – Mar 2018
- **Tech Lead** for a company-critical ETL service that **generated all fee data used by thousands of advertising bidders world-wide**
- **Reduced client friction by over 90%,** and unlocked company's potential revenue substantially by enabling individual feature pricing
- **Increased team developer velocity by >300%** (based on story point completions before/after) by creating a command-line API interacting with service subsystems