

# Jen-Hung Ho

## Software Engineer - MICROSOFT

Redmond, WA - Email me on Indeed: [indeed.com/r/Jen-Hung-Ho/4b33d5cc26149d6b](https://www.indeed.com/r/Jen-Hung-Ho/4b33d5cc26149d6b)

I am seeking employment involving software engineering with the opportunity for professional advancement.  
Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Software Engineer

MICROSOFT - Redmond, WA - March 2000 to Present

Worked within the O365 Online modern support team as an engineer developing cloud-based solutions to track commercial/consumer tenant issue escalation workflow process.

Migrate old customer support service Automated Request Center (ARC) to Modern support ViewPoint running on Azure platform.

- Implement end to end escalation workflow process probe monitor to actively determine the escalation workflow health and notify the responsible division when service is in an unhealthy state.

- Implement the escalation workflow process pass / failure rate holistically to track system health history.

Using Microsoft Azure Web service, ASP.NET, JavaScript, HTML5, Knockout, JQuery. AngularJs, JASON, REST api, Model View ViewModel, C# and SQL

#### Software Design Engineer in Test

MICROSOFT - June 2003 to June 2014

Window 8.1 Language modern setting testing using C#, PowerShell script

Window 8 Proximity feature platform testing using C++, C#, JavaScript

Tests area include Proximity (NFC) modern API, service, Proximity app sample code, Proximity driver sample code and Proximity driver

Proximity driver simulator tool implementation

Window Proximity API:

<https://msdn.microsoft.com/en-us/library/windows/apps/windows.networking.proximity.aspx>

Window 7 Location sensor simulator tool development using C++

Tests area includes Window Sensor driver class extension API testing

Sensor driver simulator tool implementation

Window Sensor API:

[https://msdn.microsoft.com/en-us/library/windows/desktop/dd318953\(v=vs.85\).aspx](https://msdn.microsoft.com/en-us/library/windows/desktop/dd318953(v=vs.85).aspx)

Window Vista SideShow testing program development using C++

Tests area includes Window SideShow System Data Providers, Gadget Lifetime Manager and PC Duty Cycle SideShow Window Development Kit (WDK) Logo testing

#### Software Design Engineer in Test

MICROSOFT - May 2000 to June 2003

testing program development using C#

Tests area includes NAS server Web User Interface, Federated NAS testing

Microsoft Windows CE / MSTV SDK API testing program development using C++/JavaScript

Tests area includes Electric Program Guide, TV DirectShow graph filters, and device driver DDI testing

### **Software Design Engineer in Test**

VOLT INFORMATION SCIENCES, INC - Redmond, WA - November 1998 to March 2000

Microsoft SideWinder game pad software COM component and HID filtering driver testing program using VC++/WIN32API

Automatic software build verification testing program using C++/Visual Test

### **Staff Engineer - Microprocessor Software**

SUPERTEL TECHNOLOGIES, INC - Redmond, WA - January 1997 to November 1998

System Administrator

Real time embedded programming in long range digital 900 MHz cordless phone with multiple handsets and handset-to-handset direct talk function

Company computer, file server and e-mail system administration

### **Software Programmer**

KONAMI COMPUTER ENTERTAINMENT - Chicago, IL - November 1995 to December 1996

Sony PlayStation game development using C language

Developed scene generation and management software for 3D target shooting arcade game

Developed low level 3D graphics library for game development

Transfer LightWave animation file into Sony PlayStation animation file

## **EDUCATION**

### **M.S. of Architecture in Architecture**

The University of Texas at Austin - Austin, TX

August 1993

## **SKILLS**

API (10+ years), C# (4 years), JAVASCRIPT (2 years), C++ (10+ years), ANGULARJS (1 year)

## **LINKS**

<https://www.linkedin.com/in/jen-hung-ho-4106a11/>

## **ADDITIONAL INFORMATION**

### **SKILLS**

- Web service (ASP.NET, JavaScript, HTML5, Knockout, JQuery. AngularJs, JASON, REST api, Model View ViewModel, C#, SQL)
- Microsoft Window programming (Visual C++, C#, JavaScript Metro app, WIN32API, COM, ATL, DirectX)
- Sony PlayStation 1 game development
- Real time embedded microprocessor programming in long range digital 900 MHz cordless phone
- 3D Computer graphics programming