

# Chia-chen Ho

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## KEY SKILLS

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### Programming Languages & Tools:

- **Proficient:** Java, Groovy, JUnit, Mockito, Spring Boot, Gradle, AWS SQS/DynamoDB/RDS, Docker, Git, Shell
- **Experienced:** Python, SQL, Datadog, Kafka, PostgreSQL, Redis, Jenkins
- **Familiar:** TypeScript, Terraform

### Concepts & Methodologies:

REST API, Microservices Architecture, Distributed Systems, Event-Driven Design, Event Sourcing, Concurrency, Multithreading, Cloud Computing, Unit Test, Integration Test, E2E Test, Threat Modeling, CI/CD, Agile Development

## WORK EXPERIENCE

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### Software Engineer

*Klarna, Stockholm, Sweden*

*Aug 2022 - Current*

- Build and operate high-volume Java backend services for payment transaction management, managing the full lifecycle as the source of truth for all transactions within the Klarna ecosystem.
- Play a key role in the development of a new payment transaction API version, introducing significant structural changes such as dedicated endpoints for various transaction actions, expanded notification capabilities, and additional data fields. Ensure seamless backward compatibility while supporting new business requirements.
- Developed a webhook service from the ground up, simplifying the data model, optimizing storage, and implementing a queue-based system with well-defined concurrency behavior to improve performance.
- Developed a cron job that automatically purges records older than 3 years from the system during off-peak hours, resulting in significant storage cost savings.
- Acted as the designated point of contact for the team during Stripe's launch of a new API version at Klarna, facilitating rapid bug resolution and cross-team communication to support a seamless integration rollout.
- Experience in complete phases of software development including design, implementation, testing, reviewing, integration and release.
- Participate in the team's on-call rotation to ensure continuous system availability and operational reliability.
- Work in an autonomous team with one-week sprints, delivering high-quality results in a fast-paced environment.

### Intern

*Ericsson, Stockholm, Sweden*

*Jun 2021 - Aug 2022*

- Built an AI chatbot which assists users in finding similar Jira issues and searching for specific documents.
- Added more data sources through web scraping and trained fine-tuned language models for semantic similarity search.
- Developed backend components and designed the architecture of the AI chatbot.
- Adapted and applied explainable AI algorithms to the chatbot.

## EDUCATION

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### KTH Royal Institute of Technology

*Master of Computer Science (Coursework completed)*

**Stockholm, Sweden**

*Aug 2020 - Aug 2022*

### National Tsing Hua University

*Bachelor of Computer Science*

**Hsinchu, Taiwan**

*Sep 2015 - Jun 2019*

### University of South Carolina

*Bachelor of Computer Science (Exchange program)*

**SC, USA**

*Aug 2017 - Dec 2017*

## PROJECTS

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- **Gamify:** Developed an interactive multiplayer website using React, allowing users to log in, create game rooms, invite friends and play games together. Utilized Firebase for real-time data management, ensuring multiplayer functionality (Code | Try it)
- **VOT via Co-segmentation Clues:** Developed a deep learning model for video object tracking which integrates spatial awareness for enhanced accuracy. Introduced a two-stage training strategy and fusion layers to improve segmentation quality and tracking robustness (Code)