STEVE BAI

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SUMMARY

Seasoned Software Engineer Lead. Passionate about building products. Build and launch both SASS business apps and consumer apps. Actively looking for a position where I can still be hands on and have a direct impact on the product that generates user delights.

EDUCATION

University of Southern California   **Los Angeles, CA**

Master of Science, Electrical Engineering (2015 May)

Emphasis on Algorithms, Web Technologies, Computer Networks, Computer Systems

Zhejiang University of Technology   **Hangzhou, China**

Bachelor of Science, Communications Engineering (2013 June)

TECHNICAL SKILLS

Programming:	Java, JavaScript, React Native, Node.js, Typescript
Other:	Spring (Spring Boot, config, caching, JPA, REST), AWS (DynamoDB, RDS, S3, EC2, Pipeline, CloudFormation, SQS, Kinesis, etc.), SQL, Twilio, Firebase, Nginx, JAX-RS, Guice, Lombok, MVC, Maven, Git, Redis, Swagger, Graphite, Kibana, Datadog

EXPERIENCE

2021 March – 2022 May   **NoshPass**   **Shenzhen, China**

Head of Engineer, Senior Software Engineer (React Native, Node.js)

- In charge of and led the engineer team of NoshPass, which is a mobile technology company in the Food & Beverage online-to-offline space. The team ran daily standup with Trello and bi-weekly sprint planning.
- Delivered apps and services from draft end-to-end:
  o Delivered customer-facing mobile app from scratch. Customers reserve food & drinks in our app from local restaurants with several clicks, we will deliver the food to their selected collection point on the selected day. We built the app with **React Native** which is cross-platform, hence we manage both **IOS & Android** apps in the same codebase. We set up different schemes and build favor so we can support multiple regions and environments.
  o Built backend servers from scratch with **Node.js**. Leveraged Nginx and Docker for deployment. Leveraged cloud image service to crop and speed image loading. Streamed service logs to AWS CloudWatch. Provide auth support to the mobile app with JWT token. Twilio for SMS inbound & outbound.
  o Designed and developed driver-side app and web pages for task management and meal pickup.
- Provided technical solution for business & growth:
  o Provided responsive technical support for operations, financial, customer service teams, etc. We leveraged **Retool** to set up and centralize most internal GUI tooling. Ran multiple **CRON** jobs to automized data generation, including merchant invoice file generation weekly.
  o Set up dashboards and monitoring for different purposes and made decisions data-driven. The monitoring setup includes **Prometheus & Grafana** for service health and traffic monitoring, **Firebase** for app events and crash analytics, and **Amplitude** for business analytics / user behavior metrics.
  o Designed and delivered features for business growth in a high cadence, including referral features, promotions, dynamic banners, dynamic configuration, SMS (**Twilio**) & app push notifications (Firebase).
- Participated in the end-to-end recruiting process, hired engineers for my team, and was also responsible for team growth and compensation.

2020 Oct – 2021 March   **Moego**   **Shenzhen, China**

Senior Software Engineer (Java)

- Moego is an all-in-one and easy-to-use solution designed for the pet grooming community.
- Responsible for multiple backend services. Push the discussion and decision of how engineers work together including integration and deployment, QA, release process, coding convention, and design

reviews.
- Rebuilt the message system with which merchants can communicate with their customers in the app/website via in-app message, SMS message, email, or phone call. Automated reminder with a selected phone call, **SMS**, push notification, or email. Automated event status change with customer's reply or keyboard press during the phone call. We leveraged **Twilio** for inbound& outbound SMS & phone call. We leveraged **MailChimp** for email sending.
- Upgraded the payment system and integrated **Square** & **Stripe**, so that merchant can charge their customers online, in-app, or with physical devices. Also enabled recursive (subscription) charging.
- Designed and developed a smart schedule system for mobile groomers, which will suggest the best time slots available for a new appointment and smartly generate service routing that is efficient and short. Leveraged **Google Map routes API**.
- Built the merchant dashboard to make valuable business, operation, and management data handy and visualized, including revenue, bills, customers & bookings, and employee supervising data.

2019 May – 2020 Jul	Airbnb	San Francisco, CA

Software Engineer
- With a team, designed and developed Place Data System (PDS), which built place data from multiple sources including current POI data, Pitney Bowes (Precisely), and OSM (Open Street Map), which was self-controlled and could be customized according to internal use cases, which was later used across all Airbnb systems including 6 million listings. Also, built an interface service with REST API for whoever wants to access PDS.
- Migrated a legacy service out of direct database access to API access controlled by a dedicated service for system architecture upgrade. Zero access to the database after migration and unblocked the system upgrade.
- Extracted and deployed the language service to the China region. The service handled translation (~250 languages) of all terms needed on Airbnb website. Necessary structure change accordingly.

2017 Feb – 2019 Apr	Amazon *(Prime Video)*	Los Angeles, CA

Software Engineer
- Continuously designed & delivered components and features in a test-driven pattern, with AWS, REST, PubSub, etc.
- Worked on & built prime video tooling with React & Redux to provide digital content views in digital supply chain.
- Designed and delivered a service to decouple orderless dependencies among groups of services, which makes data contracts upgrade fast & smooth, and became a dependency for >30 other services.
- Set up and managed automated CICD for services, which automated process including packaging, deployment to stages, test & validation before promotion to next stage, performance & statistical analysis, etc.
- Launched services with dashboard, monitoring & alarm, performance test & game day, health probe, API document, runbook, user guide, throttling, log management, etc.

2015 Nov – 2017 Feb	Glu Mobile	San Francisco, CA

Software Engineer
- Applied test-driven development techniques to design management tools and advanced gaming features for a leading global developer and publisher of free-to-play games for smartphone and tablet devices
- Designed a REST-based *central identity service* which tracked and built identity trees for 5 million players in the first two months of operation and has since been integrated into ten games (100 million players)
- Planned and wrote unit tests and scenario-based integration tests covering corner cases with >85% coverage
- Managed and set up all pre-prod staffs for release, including load testing, system metrics, and Kibana logs
- Built a *profile services* tool to save the player profile, device profile, and studio arbitrary information, after which a sophisticated algorithm picks most valuable setup for users
- Developed an enhanced *admin portal* which contacts multiple services to provide viewing of app information and publishing of admin events