

EXPERIENCE

DoorDash | Software Engineer Intern

📍 San Francisco | Present

- ML Engineer on the DoorDash **Data/ML platform**
- **Serialized & deployed** 7 Deep Learning models using **Python & PyTorch**
- Decreased ML model **run-time latency** by **80%** using **TorchScript**-based model
- Implemented 5+ custom **LightGBM** operators in **C++** and their Python interface
- Trained & monitored **10+ ML models** using **Databricks, AWS & Chronosphere**

IBM | Software Engineer Intern

Jan 2020 – Apr 2020

- **Increased user retention rate by 15%** for IBM DB2, leveraging Python & SQL to address product features causing high user churn
- Generated data visualizations for analyzing **user behavior patterns** in React
- Performed sentiment analysis on **18,000+ customer reviews** for IBM cloud
- Architected **networking error detection** infrastructure to reduce crashes

Ford | Software Engineer Intern

Sept 2020 – Dec 2020

- Full-stack engineer on **electric vehicle** team
- Spearheading **cabin lighting features** for the first electric Mustang using **React**
- Enhancing Ford's infotainment system in **C++** and **Qt/QML** for **30K customers**
- Building middleware in **climate control unit** converting user input to CAN signal

Coreio | ServiceNow Developer Intern

May 2019 – Aug 2019

- Deployed ITSM approval system that triggers email custom updates using **ServiceNow Workflow and Business Rules** in **JavaScript**
- Led development of PDF generation library used by **1,000+ daily users**
- Engineered **HR timesheet application** supporting 20+ clients in ServiceNow Studio

PC Financial | Data Scientist intern

Jan 2019 – Apr 2019

- Wrangled over **2.7M rows of transaction data** revealing user spending patterns
- Achieved 89% accuracy by scraping customer feedback and used a custom ML model to **predict customer sentiment**

SAE International | Technical Program Manager

Sept 2018 - Dec 2018

- Led the student development team for **in-vehicle monitoring system** in **C++**
- Architected **infotainment dashboard** for displaying live data from F1 cars

University of Waterloo | Teaching Assistant

- Taught **800+ students** weekly in multiple calculus courses
- Led labs for **1000+ undergrads** in 4 math courses

PROJECTS

Virtual Therapist | 1st place at CFM Hackthon [🔗](#)

- Developed **mental health counseling platform** to detect speech emotion
- Conducted trials with **Canadian Mental Health Association** on **1,000+ users**

Chenkai Zhu

📧 chenkaizhu

in chenkaizhu1

@ chenkaizhu1@gmail.com

📞 (204)898-9829

EDUCATION

Bachelor of Computer Science

University of Waterloo

🎓 3rd Year: Grad 2023

📊 GPA: 3.8 / 4.0

- **ServiceNow Certified System Administrator**
- **Dean's List (Top 10%)**

SKILLS

Languages

Python

C++

C

JavaScript

Java

SQL

Frameworks

React

Node

MongoDB

Tensorflow

Scikit-learn

Numpy

Pandas

ACHIEVEMENTS

Academic

- **1st place**, CFM Hackathon (40+ teams)
- 3rd place, Singapore **International Math Competition** (900+ students)
- **President**, Mathematical modelling club

Extracurricular

- Captain, **Varsity Basketball**
- **1st place** in age group, Manitoba **Half Marathon**
- **Gold medal**, MusicFest Canada (10,000+ attendees)