

Cheryl J Hung



2010 - 2013
London

2013 - 2015
New York

Technical program manager, Local search UI. Driving execution and delivery on a team of fifty product managers, user experience researchers, software engineers and test engineers across New York and Mountain View.

Technical lead, Zagat integration. Integrating Zagat's user-generated reviews and curated data for businesses into Google Maps.

Software engineer, Ground Truth Local; Google Plus Local; Local search and ranking personalization.

BAE SYSTEMS

Detica

2010
London

Technical consultant, e-Borders. Provided data mining services to the UK Border Agency to understand the patterns of air, sea and rail passenger movement entering and leaving the United Kingdom. Part of the £742 million security systems program led by Raytheon.



2007
Cambridge, UK

Industry perspectives researcher. Conducted telephone interviews and presented a report to the University of Cambridge Department of Chemistry on learnings and industry perspectives on postgraduates skills.

Web developer and technical writer on an internal postgraduate website for personal development and skills training

redgate®

2006
Cambridge, UK

User experience intern prototyping a new Microsoft SQL Server documentation tool. Performed an accessibility audit on Redgate websites and software.



2013
Master of Arts

2006 - 2010
Bachelor of Arts

Master of Arts Computer Science, Upper second class honours. King's College Cambridge

Gesture-controlled Robotics using the Vicon Motion Capture System

Group project manager: Web 2.0 Research Gateway

Undergraduate research associate, Human-Computer Interaction

Built a functional tree-based language for graphics manipulation, and associated programming environment.



1999 - 2006

Valedictorian, Forest Girls' School, London

Full academic scholarship (~£10,000pa).

4 A levels at A, 2 AS levels at A and 11 GCSEs at A*.

Awarded Computer Studies Prize, Bishop's Prize for the best GCSE results, Computing Project Prize.

Technical program management

- One year as sole technical program manager of a fifty person team across New York and California, comprising thirty-five software engineers, product managers, UI designers, and test engineers.
- Coordinated a complete visual refresh of Google Maps with Android and Search.
 - Defined dogfood communications via burndown charts and progress reports
 - Defined and enforced bug triage process and coordinated regression testing with QA team.
 - Used data analysis techniques and running A/B experiments to understand revenue impact.
- Led the Zagat lists project after three years of failed starts, due to changing strategies and leadership in Google Maps.
 - Identified core features that were high quality, coherent and deliverable and advocated to senior leaders.
 - Recruited a team of user experience researchers, back and frontend engineers and coordinated work across eight teams. Defined timelines and oversaw the demo at Google's developer conference, Google I/O
 - Executed a successful launch on desktop and mobile web, Android and iOS.
- Performed resource planning and estimation for managing 1700 vendors in Hyderabad.

Software engineering

- Four years of professional software engineering development, and acting as technical lead.
- Areas of expertise:
 - C++, Java and Python.
 - Maps and location services, search and ranking infrastructure. Personalization and recommendation systems.
 - Internationalization, deploying, testing, and being on call for global Linux-based production systems.
 - Designing and implementing APIs for mobile clients. AngularJS webapps.
 - Logging and metrics of user experience.

Leadership and people management

- Increased team impact, velocity and visibility through release notes, tech talks, quarterly objectives, and retrospectives.
- Conducted interviews and hosted two software engineering interns, defining their project and milestones, holding weekly progress meetings, and career mentoring.
- Presenting tech talks at the University of Cambridge, Imperial College London and schools, building soft influence externally.
- Supported diversity programs through 100 hours of mentoring female, minority and disabled Computer Science undergraduates, reviewing scholarship applications and organizing the inaugural Women@Google EMEA summit.