David Zhuang

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**OBJECTIVE:**

Looking for a software engineer position

**QUALIFICATION:** (U.S Citizen)

* 10+ years industry working experience in developing client/server application.
* Strong OOD & OOP software development skill,
* Tools: Pycharm, intelliJ. JIRA, AWS, ansible, elastic search, Kibana, Logstash.
* Languages/Package: Python, Java, C++, Spring/Spring boot, machine learning.

**SELECTED ACCOMPLISHMENTS:**

* Implement monitor tools to auto test Cisco WebEx advanced diagnostic control hub data pipeline quality, integrate with pager duty and WebEx team space to report system anomalies like missing data and data delay, reproduce the bug, create bug report, co-ordinate with cross-functional teams to find out root cause, track bug/issue fix status to make sure services don’t get impacted.
* Provided profession service to customize WebEx meeting functionality according to customer’s unique business requirement, went through full development cycle from getting the requirement, design, lead a group of engineers to implement it and do test, coordinated the deployment, did trouble shooting with customers, reproduced bugs and tracked bug fix process. This increases customer’s stickiness and makes a lots of happy customers like AT&T and Boeing.
* Improved document search quality using elastic search, support searching special character, implement the search auto complete. Use Java, spring/spring boot framework, deployed to AWS service.
* Designed and developed TSP system to provide audio conference management and Voyant Bridge adaptor to drive the hardware, provides the XML web service to other components by using Tomcat server, Jbuilder, Servlet, Xerces, JDBC, Oracle.

**EDUCATION:**

M.S. in Computer Science Louisiana Tech University.

B.S. in Computer Science, Shanghai University of Science and Technology, P.R.C

**WORK EXPERIENCE:**

**08/2016 – present**

Senior software engineer, Cisco WebEx Portal and Data analytics Engineering

* Use Advanced diagnostic control hub and Kibana to do analysis on WebEx conference video and audio quality, reproduce the issue, hypothesize on root cause, create bug report and coordinate cross-functional teams to fix it.
* Implement monitor tools to auto test ELK data pipeline quality using python, coordinate cross-functional teams on finding the root cause.

**07/2007 – 07/2016**

Project Lead/Project Manager, Cisco WebEx PSO team, San Jose

* Provided professional service to customize WebEx meeting experience based on customer’s special requirement on both WebEx page and client, discussed with customer on the special requirement and use it to have a design spec, lead an offshore team do the design, development and co-ordinate with the operation team to do the deployment.
* Work closely with customer service manager, Product manager, Engineering and Technical Operations teams to identify customer’s issue, tried to reproduce the problem, do analysis on the possible root cause, created bug reports, and proposed/discussed with Engineer teams on the solution and tracked bug fix status. After Engineers fixed the issue, crossed check the issue to make sure customers’ issue is resolved.

**04/2005 – 06/2007**

Senior software engineer, WebEx Communication Inc., San Jose

* Designed and developed TSP server administration tool to configure the TSP server setting, check the server status, list the meeting hosted in the particular TSP server using J2EE, JSP, Tomcat, Jbuilder, JDBC.
* Developed the AT&T integration system which provides the XML API for AT&T to integrate their conference system to integrate into WebEx data conference and audio conference.

**05/2002 – 03/2005**

Software engineer, WebEx Communication Inc., San Jose

* Designed and developed TSP system to provide conference management and Voyant Bridge adaptor to drive the hardware, provides the XML web service to other component by using Tomcat server, Jbuilder, Servlet, Xerces, JDBC, Oracle.