

Eric Yu Cao

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Work Experience

Capital One

Software Engineer

New York, NY

Sept. 2021 - Current

- Reduced average response times of developer support platform from a 5 hour average to 90 minutes.
- Developed automatic container data classification thereby drastically improving legal regulation compliance.
- Spearheaded modernization of legacy data security system, which lowered turnaround from 48 hours to real time.
- Maintained and improved in-house NLP models for developer support, raising detection rates by 30%.

Capital One Shopping(WikiBuy)

Software Engineer

New York, NY

Aug. 2020 - Sept. 2021

- Lead Engineer on Coupon Engine which generated the vast majority of operating revenue(\$10M+).
- Developed and maintained over 200 retailer specific applications responsible for driving millions in gross revenue.
- Established large scale general applications that ran on thousands of retailers thereby creating a competitive advantage over Honey and Rakuten.
- Implemented unrivalled retailer detection that dramatically improved market share through reducing user attrition.
- Responsible for critical software improvements that contributed to the growth of a 2 million user base to 8 million.

Capital One

Software Engineer Intern

Plano, TX

May 2019 - Aug. 2019

- Modernized legacy support agent platform thereby bringing a 20 year old system to modern software standards.
- Fully automated a support agent process that was accounting for 50% of L3 support tickets.
- Designed and implemented a record of enterprise-customer interactions which reduced average case time by 20%.
- Created an automated system to verify proof of income through OCR, reducing a 5 minute task to near instant.

Padder Health

Software Engineer Intern

Washington, D.C.

May 2018 - Aug. 2018

- Developed custom plugins for Epic electronic medical records systems for patient timeline.
- Built automated systems to accept medical record transfers from fax, physical mail, and electronic transfer.

Startup Shell

Engineering Fellow

Washington, D.C.

Oct. 2016 - May 2018

- Supported campus ventures in growth and engineering with total portfolio value of \$20 million.

Skills

Languages	JavaScript, TypeScript, Python, Java, Swift, HTML/CSS
Technologies	React, Angular, Amazon Web Services(Certified Solutions Architect)
Databases	SQL, DynamoDB, MongoDB

Education

University of Maryland, College Park

B.S. in Computer Science

College Park, MD

Sep. 2016 - May 2020

- Presidential Scholar

Projects & Awards

Ivella - Automatic Transaction Splitting for Couples

YCombinator 2021 - 50M Valuation

May 2020 - Aug. 2020

- Developed prototype interface, card design, and brand identity for Ivella.
- Laid foundation for Ivella's brand before departing founding team for WikiBuy.

Hackathon Awards

Miscellaneous Hackathon Projects

Aug. 2017 - Aug. 2018

- BitCamp 2018(ARK Decentralization, 1517 Fund Grant 1st Place)
- BitCamp 2017(UI/X 1st Place)