

# Frank Poon

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## Education

UNIVERSITY OF WASHINGTON

**B.S. Computer Science** • September 2016 - June 2020 • Seattle, WA, USA

**Cumulative GPA:** 3.59 • **Awards:** Dean's List (8 quarters)

## Experience

TIKTOK (BYTEDANCE)

**Software Engineer** • July 2022 - Present • New York, NY, USA • [tiktok.com](https://www.tiktok.com)

Current role – working in the Creator organization.

AMAZON

**Software Development Engineer** • August 2020 - June 2022 • Cambridge, MA, USA • [alexa.amazon.com](https://www.amazon.com/alexa)

Making Alexa data more accessible to internal modelers, data scientists, and engineers in both quality and quantity.

- Spearheaded organization-wide privacy mitigation effort, unblocking over 1000 users in 16 Alexa AI teams by enabling use and export of pseudonymized datasets with a differential privacy algorithm
- Designed and implemented a security framework to SQL query critical Alexa data, reducing average provisioning and query times from 90 minutes to 30 seconds
- Audited team deployment processes and led a refactoring effort, increasing CI/CD pipeline deployment availability and success rates from 40 to 90 percent

**SDE Intern** • June 2019 - September 2019 • Seattle, WA, USA • [aws.amazon.com/premiumsupport](https://www.amazon.com/premiumsupport)

AWS Support improves communication with customers about the availability and health of their AWS services.

- Added integration with a new monitoring service into a REST API to increase failure mode coverage
- Designed scalable solution to overcome data size limit, raising the maximum number of concurrent accounts retrieved from monitoring services per operation from 100 to over 10,000
- Wrote unit and integration tests, along with integrated metrics and alarms for operations and monitoring

UNIVERSITY OF WASHINGTON

**CSE 331 Teaching Assistant** • April 2019 - June 2020 • Seattle, WA, USA • [cs.uw.edu/331](https://www.cs.uw.edu/331)

CSE 331 covers Software Design and Implementation, and normally has enrollment of around 220 students.

- Led discussion sections of 20+ students and taught fundamentals on software development
- Assisted students by hosting office hours and answering questions on course discussion board
- Attended staff meetings and assisted in preparing lecture and discussion section material
- Coordinated with instructor and other staff in preparing and grading student assignments and exams

CHOCO

**Growth Engineering Intern** • July 2018 - September 2018 • Berlin, DE • [choco.com](https://www.choco.com)

Choco is a unicorn startup with a peer to peer platform for restaurants ordering products from food suppliers.

- Implemented modules using node.js that automate data conversion between different formats, such as localized PDF invoices and SMS notifications for clients, and Slack/analytics for internal usage
- Built an extensible framework for automated chatbots using node.js and the XMPP protocol to help with customer support and onboarding

## Skills

**Programming Languages:** Python, Go/Golang, Java, JavaScript, C/C++, bash, HTML, CSS, Kotlin

**Technologies/Concepts:** REST, RPC, node.js, React, Agile/Scrum, Distributed Systems

**Tools:** git, AWS, Google Cloud, SQL, Redis