Frank Hu

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PROFESSIONAL
EXPERIENCE

Microsoft - Bellevue, WA

Azure Community Engineer II　　　　　　　　　　　　　　**May 2019 − Present**

- Built, Fixed, and Updated Public Azure Boilerplate Sample Code for Customers
- Provided Technical Answers on Developer Forums for Software Engineering Azure AD Authentication Oriented Issues
- Worked Closely with Product Teams to Report Bugs with Microsoft APIs
- Drove Internal Marketing Campaigns to Expand Purvue and Impact of Chrome Extensions

Microsoft - Dallas/Fort Worth Area

Azure Active Directory Developer Support Engineer　　　　**June 2016 − May 2019**

- Drove Documenting AAD Developer Resources to Provide Passive Support Gaining Nearly One Million Views at an International Scale
- Led and Grew the AAD Developer Support Team to Meet Customer Standards, Reducing Case Load From 50 to 15 Tickets Per Support Engineer
- Worked Closely with Customer Web App/API Implementations Using Identity and Access Management, OAuth2, ADAL/MSAL, Xamarin, SAML, REST, and Network Tracing Software
- Managed Customer Expectation to Maintain Satisfaction in a Client Facing Service and Support Role

Ranger Dev Studio - Dallas/Fort Worth Area

CTO　　　　　　　　　　　　　　　　　　　　　　　　**June 2018 − Present**

- Drove Marketing Campaigns, and Handled Legal Related Issues Such as Setting Up LLC, Sales Tax, Etc..
- Created Documentation For Employees to Execute on Providing Sales, Support, and Technical Solutions
- Created Azure Templates and Other Resources for Customers and Future Employees to Rapidly Deploy Website Solutions

Nuesoft - Greater Atlanta Area

Software Engineer I　　　　　　　　　　　　　**December 2015 − June 2016**

- Implemented Design Specifications for Android Project Using Android SDK
- Made Patches and Features for Java Swing Applications Using Eclipse IDE
- Integrated PHP/MySQL Based Question to Answer Forum into Work Environment Using LAMPP

Research Experience Undergraduate - Miami, Florida

Researcher　　　　　　　　　　　　　　　　　**May 2015 − August 2015**

- Created Android Application for Research Paper to be Submitted at Human Computer Interaction Conference Utilizing Facebook API and Temboo API
- Developed Data Scraping Regular Expressions to Automate Data Gathering Using JSoup and REST API
- Implemented JavaScript Injections to Manipulate Facebook User Interface
- Collaborated with Research Professors to Prototype User Interfaces Using AxureRP

EDUCATION

Georgia Tech Atlanta, Georgia　　　　　　　　　**January 2019 - June 2021**
Masters of Science - Computer Science - Computing Systems　　　　　**GPA 3.9**

University Of Georgia Athens, Georgia　　　　**August 2013-December 2015**
Bachelor of Science - Computer Science - Cum Laude　　　　　　　**GPA 3.69**

- Graduated From College Within Two Year Time Frame With Honors