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## GRACE LI

DRIVER PROFILE ENGINEER

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### PROFILE

A professional with 2 years of software engineering experience at IBM and 8 years of support escalation engineering at Microsoft Windows reliability team, with excellent Speaking English skills with APAC customers and 5 years' experience working with OEM/OED for Windows kernel debug problems.

### CONTACT

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Shanghai, China

### TECHNICAL SKILLS

C/C++/Python, Windows kernel Debugging (C/C++/Assembly) and MSFT store app reliability/Performance debugging. Azure VM/network

## EXPERIENCE

### Work Experience Support Escalation Engineer | Microsoft (2017.8 – 2025.8)

- Served as an active escalation engineer for vendor to resolve tough enterprise customer problems with source code, and live debugging in C/C++/Assembly.
- Worked closely with OEM/OED (Alibaba, Tencent, HP, Lenovo, Huawei, and Honor) for 5 years on Operating system debug and tough problem debugging, including storage, media, display driver failures, CPU, and memory performance problems.
- File bugs to product team and closely work with field engineer, product manager and RD to make issue resolved.
- Work as team technical leader, organize readiness and weekly technical discussion meetings, and mentoring of a new Australian team for 2 years with bi-weekly technical sharing.

### Software Engineer | IBM (2015.7 – 2017.8)

- Worked as a software engineer on the Storage DS8000 performance team, responsible to work on programs to migrate data on based on data temperature with C coding in AIX kernel.

## EDUCATION

**Master's Degree** | Communication Engineering | Huazhong University of Science and Technology (2013-2015)

**Bachelor's Degree** | Electronics and Communication Engineering | Huazhong University of Science and Technology (2009-2013)

## KEY SKILLS AND CHARACTERISTICS

- **Effective Cross-Cultural Communication:** Skilled in communicating with a diverse range of clients and colleagues, fluent in both English and Mandarin.
- **Strong Public Speaking and Presentation Skills:** Confident and engaging speaker with a natural ability to captivate an audience.
- **Professional Mentoring and Training:** Proven ability to mentor and guide professionals across different countries and cultures, fostering their growth and development.