MINGLIANG (GARY) GE

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SUMMARY

- **Lead Software Engineer** with **9+ years** of experience in the full software development lifecycle (SDLC), specializing in scalable, high-availability Java-based web applications and enterprise microservices.
- **Generative AI Innovator**: Hands-on experience architecting AI solutions using LangChain, RAG (Retrieval-Augmented Generation), and Google Cloud Platform (Vertex AI/Agent Builder) to automate complex business workflows.
- **Full-Stack Proficiency**: Expert in Spring Boot, Hibernate, and RESTful API design, complemented by a strong front-end foundation in ReactJS, JavaScript, and HTML5/CSS3.
- **Cloud & DevOps Advocate**: Skilled in modernizing applications via Docker and Kubernetes (GKE), and streamlining delivery through Jenkins CI/CD pipelines and automated build tools (Maven/Gradle).
- **Data & Query Mastery**: Deep expertise in diverse database ecosystems, including Oracle, MongoDB, Cassandra, and GraphQL, with specialized knowledge in Kafka for real-time data streaming.
- **Agile Leadership**: Certified SAFe Agilist with a proven track record of leading technical requirements gathering and cross-functional collaboration within high-velocity Scrum teams.
- **Problem Solver**: Highly analytical and research-oriented professional, committed to delivering clean, maintainable code and proactive technical mentorship.

WORK EXPERIENCE

Lumen Technologies, Inc. (CenturyLink), Littleton, CO, USA (2017 - 2018) / Toronto, ON, Canada (2018 – Present)
Lead Software Development Engineer, December 2021 – Present
Software Development Engineer, Oct 2017 – May 2018, July 2018 – December 2021

Project: Mass Markets Generative AI Agents

- Architected and deployed AI agents using Google Cloud Platform (GCP) Agent Builder and Dialogflow CX (Playbooks) to automate billing, dispatch appointment scheduling, and troubleshooting workflows.
- Engineered a RAG-based chatbot utilizing vector databases and embeddings to provide context-aware support; integrated backend APIs to enable real-time billing PDF comparisons.
- Seamlessly integrated IVR agents into existing Genesys Cloud flows, enhancing the customer journey through fluid transitions between traditional telephony and conversational AI.
- Optimized agent performance by analyzing key conversation metrics, including containment rates, customer satisfaction, and dialogue quality, to drive iterative model improvements.

Project: CenturyLink Customer 360 Platform

- Developed a centralized Customer Data Platform (CDP) using Spring Boot microservices to aggregate and visualize fragmented customer data from Oracle, MongoDB, and Cassandra into a unified 360-degree view.
- Developed high-performance REST and GraphQL APIs to enable flexible, efficient querying of complex customer accounts, orders, and service tickets.
- Engineered real-time data pipelines utilizing Apache Kafka and Confluent Kafka Connect to automate data migration and synchronization from legacy source systems to DataStax Cassandra.
- Enhanced platform reliability by providing ongoing maintenance and developing scalable add-on features for core microservices managing identity and order management.

BI WORLDWIDE, Edina, MN, USA
Java Developer, Mar 2016 – Jun 2017

Project: Verizon Rewards Program Platform

- Engineered core features for a large-scale employee engagement platform, developing responsive web pages and RESTful services using Spring MVC and Struts to support rewards, rankings, and peer recognition.

- Designed and implemented an administrative management portal to streamline content orchestration, user access control, and tiered permission management for internal stakeholders.
- Architected data persistence layers using Hibernate and Spring JDBC, performing high-volume CRUD operations and optimizing complex queries within an Oracle database environment.
- Streamlined application deployment by managing static assets and server configurations on Apache Tomcat, ensuring high availability across the rewards platform and auxiliary training sites.
- Served as a technical consultant to Project Managers, providing strategic input on project scope, identifying technical resource requirements, and leading rapid debugging efforts to maintain platform stability.

Experience as Full-stack Software Developer with IT consultancy firms:

Prodapt North America, July 2018 – December 2021, Toronto, ON, Canada
TechDigital Corporation, Jan 2016 – May 2018, Burnsville, MN, USA

EDUCATION / ACADEMIC HONORS

Master of Science, 2014-2015
The Ohio State University, Columbus, OH, USA
Major Focus: Computing / Digital Systems

Graduation Date: December 2015
GPA: 3.18 (4.0 scale)
- Graduate Research Assistant at Department of Electrical and Computer Engineering

Bachelor of Science, 2010-2014
The Ohio State University, Columbus, OH, USA
Electrical and Computer Engineering

Graduation Date: May 2014
GPA: 3.54 (4.0 scale)
- Dean's List (>3.5 GPA) 2.5 Years
- Recipient of International Undergraduate Scholarships
- Member of Ohio State Green Engineering Scholars Program

TECHNICAL SKILLS

Programming & Languages:	Java (8/11+), Python, SQL, JavaScript, HTML5, CSS3.
AI & Machine Learning:	LangChain, RAG, Vector Databases, Embeddings, Dialogflow CX.
Frameworks & Libraries:	Spring Boot, Spring MVC, Spring Data JPA, Spring JDBC, Hibernate, Struts 2, ReactJS, Node.js, GraphQL, JUnit.
Data & Messaging:	Apache Kafka, Confluent Kafka Connect, RESTful Web Services.
Cloud & DevOps:	Google Cloud Platform (GCP), Kubernetes (K8s), Docker, Jenkins (CI/CD).
Databases:	Oracle, MongoDB, DataStax Cassandra, Neo4j (Graph DB).
Tools & Version Control:	Git, Jira, Confluence, Postman.

CERTIFICATIONS

Associate Cloud Engineer Certification
Google Cloud
May 2025

Certified SAFe® 4 Agilist
Scaled Agile, Inc.
Apr 2019