

MINGLIANG (GARY) GE

+1 (416) 877-3057 | garygml@outlook.com | Toronto, Ontario, Canada

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 (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
Senior Software Development Engineer, Oct 2017 – May 2018, July 2018 – December 2021

Project: Mass Markets Generative AI Agents

- Developed and deployed AI agents using Google Cloud Platform (GCP) Agent Builder and Dialogflow CX (Playbooks) to bill amount checking, dispatch appointment scheduling, and general 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.
- Integrated AI 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 agent improvements.

Project: CenturyLink Customer 360 Platform

- Developed a centralized Customer Data Platform using Spring Boot microservices to aggregate fragmented customer data from various data sources such as Oracle, MongoDB into a unified 360-degree view in Datastax Cassandra.
- 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 Kafka Connect from Confluent 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

- Developed core features for a large-scale employee engagement platform, developing single page web applications and RESTful services using Spring MVC and Struts to support rewards, rankings, and peer recognition.
- Designed and implemented an admin portal to streamline content orchestration, user access control, and tiered permission management for internal stakeholders.

- Implemented DAOs using Hibernate and Spring JDBC, performing high-volume CRUD operations and calling stored procedures within an Oracle database.
- 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:

Proadapt 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

Electrical and Computer Engineering

Graduation Date: Dec 20, 2015

- 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 4, 2014

Degree Honors: Cum Laude

- 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