

Grant Lam

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EDUCATION

University of California, Davis

Davis, CA

Bachelor of Science with Honors in Computer Science, Statistics

September 2012 – March 2016

- **Honors:** *cum laude*

EXPERIENCE

Uber

San Francisco, CA

Software Engineer II (Membership Retention)

June 2021 – March 2023

- Rebranded purchase page and membership hub for Uber's membership product (Uber One), generating \$16M/week of revenue from >12M global members, and covering 44% of Eats GB share
- Led team of 6 engineers over multiple quarters and parallel workstreams, and designed migration of display management from code to config based tools to move responsibility of copy/assets to Ops, saving substantial Eng effort for each Uber One country launch
- Coordinated with different teams and projects as Eng lead to unblock dependencies, communicate and derisk timelines, clear ambiguity, align on product vision, minimize redundant work
- Onboarded 6 engineers by identifying suitable tasks, providing guidance, holding biweekly syncs
- Migrated delivery guarantee and highly rated driver features onto M2.0 used >750k times/day
- Enhanced cancellation flow UI to add a survey for members to provide feedback on why they want to cancel, and then offer an incentive for users to retain their membership, preventing 13% churn
- Led and redesigned cancellation flow UI with improved messaging to reduce churn and remind members about their savings, with 7.58% lift
- Implemented welcome perks incentives to give new members exclusive offers to drive engagement; within 1 week, 205k incentives were applied and 106k users received cash back, 51.7% engagement
- Manage team's bug board and ensure bugs are resolved within SLA to keep board in a healthy state

Marin Software

San Francisco, CA

Software Engineer (Bidding/Optimization)

April 2017 – July 2020

- Drastically accelerated bidding time by removing bottlenecks in the pipeline, leading to a yield of 96% improvement
- Transformed regression testing from manually running tests on local machines to being fully automated on GoCD/Jenkins and automatically triggered when developer code is pushed, saving several days of engineering effort each release cycle
- Implemented parallelization for regression test suites, leading to a 75% speed improvement
- Performed data analysis using Spark Shell in Scala to validate expectations
- Developed new automation test suites with Java/Oozie/Spark/MySQL to verify functionality

Workday

Pleasanton, CA

Software Development Engineer Intern

June 2015 – September 2015

- Created a microservice to estimate the time it takes to process a given request based on historically similar request processing data
- Used Hive/R/Java to build linear regression models and stored them in a Redis database

SKILLS

Languages: Golang, Java, R, Bash shell, Windows Batch, SQL, Hive

Tools/Frameworks: Git, gRPC, Protocol Buffers, Phabricator, Arcanist, Bazel, Maven, Spring, Redis, Selenium, JUnit, Oozie, Spark Shell, Phoenix, MySQL, GoCD, Jenkins, Avro, Orc, Parquet