Harris Chu

San Francisco, California
Tel: (###) ###-####, Email: me@harrischu.com

Experience

Senior Software Engineer, Box Inc., Redwood City, California   *August 2015 – Present*
- Operated and maintained Box's Conversion Service – an asynchronous microservice written in Scala that acts as the backbone for the preview experience at Box
  - Designed and implemented the Representations API, the main interface in which customers access the conversion service and which serves hundreds of millions of requests a day
  - Engaged in a cross-functional environment across various internal and external teams to rollout Box's iWork file preview experience, which helped to strengthen Box's partnerships and provided sought after functionality to the core Box experience
  - Maintained and upgraded Conversion Service, including major version upgrades to external libraries (FFmpeg, ImageMagick, etc), addition of more metrics to help with monitoring, and migration from bare metal hosts to Kubernetes
  - Analyzed and documented major areas of weakness to improve cost savings and customer experience
- Led the implementation and design of core functionality for Box's "SHIELD" security product
  - Collaborated with multiple internal teams to design, implement, and rollout the first version of a highly visible new product that improved Box's security functionality
  - Strengthened Box's position in the cloud content management space, which allowed Box to meet quarterly financial goals ahead of schedule

Software Engineer, Zynga Inc., San Francisco, California.   *July 2012 – July 2015*
- Operated, upgraded, and maintained one of the largest Ruby on Rails deployments in the world, the With Friends service, which backs multiple game clients, including Words with Friends, and serves millions of users a day
- Engineered and delivered core game systems (item spawning, pathfinding, and inventory management features) for two unannounced titles in C#/Unity, ActionScript, and PHP

Software Engineering Intern, Qualcomm Inc., San Diego, California   *Sept 2011 – Dec 2011*
- Created memory analysis features in C++ to more effectively gather data from Snapdragon, a line of mobile systems on a chip

Senior Software Developer, Xtreme Labs, Toronto, Ontario   *Jan 2010 – Dec 2010*
- Designed and engineered feature-rich, responsive, and user-friendly applications on the iPhone, Windows Phone 7, and BlackBerry platforms for a wide range of clients

Web Application Developer, Connex Service, Markham, Ontario   *Sept 2008 – Aug 2009*
- Created and maintained PHP-based web applications that resulted in more effective report retrieval and a streamlined work process for the enterprise resource planning team

Programmer, Flagship Software Ltd, Richmond Hill, Ontario   *Jan 2008 – May 2008*
- Designed and created a JSP-based customer relationship management web application, leading to more efficient customer data management

Education

University of Waterloo, Waterloo, Ontario   *Sept 2007 – June 2012*
Bachelors of Applied Science, Honours Computer Engineering with Management Sciences Option