

# HENRY H. CHEN

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## PROFESSIONAL EXPERIENCE

### **Software Engineer | Lob | San Francisco, CA**

Jan 2020 – Present

- Collaborated with partner operations team to grow our global print and mail partner overall network by 40%
- Conducted interviews and provided mentorship for teammates in a 1-1 and group setting to boost a team culture fostering trust and accountability
- Updated our team onboarding process and created application documentation for order process pipeline
- Improved reliability for the order ingestion pipeline by eliminating AWS transient network errors and reducing network request latency by ~15%
- Created reporting for millions of mail orders and provided status updates to our customer dashboards
- Built custom tooling for Lob's Partner teams to help them manage the entire Print & Mail delivery network

### **Full-Stack Software Engineer | Kraken | San Francisco, CA**

Mar 2018 - Aug 2019

- Coordinated with project and finance managers to create a custom dashboard that tracked user habits
- Collaborated with team members to add support for complex user interfaces and DevOps to deploy new services and databases. Reduced our CI build times by 40%
- Improved internal tracking system by 30% by developing back-end web services in Golang for internal tools and building a live statistics dashboard using SQL and Redis
- Identified and analyzed bottlenecks in performance based on threads, connections, process memory, and cache, which produced 15% faster response rates

### **Financial Analyst | Quantcast | San Francisco, CA**

Aug 2016 - Oct 2017

- Implemented a real-time dynamic Tableau financial dashboard for the executive team and investment partners
- Engaged in weekly meetings with leadership to discuss department budgets and forecasted for the coming months
- Built and maintained a 5-year long-range income and headcount model in Oracle's Hyperion using 300 variable drivers that calculated future projections
- Deployed a Tax Transfer Forecast model that utilized real-time exchange rate data and financial calculation models to accurately assess quarterly tax implementations across seven global regions

### **Consultant | PwC | San Francisco, CA**

May 2015 - Aug 2016

- Managed and partnered with diverse international teams on a firewall remediation project with over 160 Cisco firewalls for a major airline
- Assessed network integrity for a government power plant to effectively prevent cyber attacks
- Conducted resource management projection analysis to ensure timely completion of projects and maximization of project revenue
- Worked with project managers and subject matter specialists to bridge communication and strengthen trust between internal and client teams

## ORGANIZATIONS AND EXTRACURRICULARS

- **Member of East Bay Badminton Association** - Mentored high school students for college and career advice
- **Member of Theta Delta Chi Fraternity** - Vice President of the chapter and strengthened brotherhood networking between current active members and alumni
- **Student Ambassador for UC Berkeley Office of Undergraduate Admissions** - Assisted in organizing university-wide college admission seminars for 2000+ parents and students

**Education** – B.A. Economics, University of California, Berkeley

May 2015

**Certifications** – AWS Associate & Business Professional | DRI Business Continuity | Microsoft Associate | ITIL

**Languages** – Native Chinese Speaker (Mandarin) including a 2-month student exchange experience in China