

# HENRY H. CHEN

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## LANGUAGES AND TECHNOLOGIES

- Golang, Node.js, Javascript, Terraform, AWS, React, Vue, Redux, Flexbox, Git, Redis, PostgreSQL, HTML/ CSS, React Native, Docker

## PROFESSIONAL EXPERIENCE

### Engineering Manager | Lob | San Francisco, CA

2021 – Present

- Managed 2 teams that guaranteed an reliable, scalable, and secure pipeline to process 10M+ orders per day
- Recruited and onboarded 11 team members across Europe, Canada, and US in different timezones
- Decreased partner onboarding time from 4 months to less than 1 month by building out the automation and integration platform to efficiently scale up our Print Delivery Network
- Led the initiative to coordinate and update a 7+ years old routing framework to reduce latency and decrease time to resolve incidents with cleaner codebases
- Conducted sprint planning meetings to create goals, distribute work, and keep teams generally organized.
- Initiated a weekly showcase that allows teams to demo their work including in progress work in order to highlight meaningful work and encourage cross team collaboration
- Provided weekly updates to company executives on progress of company goals that aligns with roadmap
- Mentored career growth for early-, mid, and senior level backend and distributed systems engineers

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

2020 – 2021

- Collaborated with operations team and external print partners to grow our print and mail network by 40%
- Led the Partner Dashboard project with a team to completely redesign the user experience for our partners
- Built an API with a 99% success rate that processes thousands of requests per minute for our endpoints
- Architected, designed, and developed web applications for internal mail delivery engine to ensure the pipelines can handle the appropriate traffic volume
- Improved reliability for the order ingestion pipeline by eliminating AWS transient network errors and reducing request latency by ~15%.
- Created a reporting tool for millions of mail orders and sent status updates to our customer dashboards
- Built custom tooling for Lob's Partner teams to help them manage the entire Print & Mail delivery network
- Implemented Zero Production Day feature to make sure we do not route orders to domestic and international partners that are not operational during specific days (ie, maintenance, holidays, etc)
- Updated our team onboarding process and created application documentation for order process pipeline

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

2018 - 2019

- Developed backend web services in Golang for internal tools and built a live statistics dashboard using SQL and Redis, improved our internal tracking system by 30%
- Analyzed bottlenecks in performance based on threads, connections, process memory, and cache and identified 3 opportunities of improvement resulting in 15% faster responses
- Hardened web app security by implementing session timeout, CSRF, CORS, and other best practices
- Performed Mongo DB migrations to Postgres to support 20% higher availability and designed a secure, stable, and robust architecture for client facing environments
- Coordinated with project and finance managers to create a custom dashboard that tracked user habits.
- Collaborate 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%
- Improve monitoring of production services to catch warning signs and critical conditions

### Financial Systems | Quantcast | San Francisco, CA

2016 - 2018

### Network Security | PwC | San Francisco, CA

2015 - 2016

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

2015

**AWS Technical Associate & Business Professional | DRI Business Continuity | MS Associate | ITIL | DRE #02033867**