

# Ian Luo

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## WORK EXPERIENCE

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### Perplexity

New York, NY

Member of the Technical Staff | 2025 -

### Stripe

New York, NY

Senior Software Engineer | 2025 - 2025

Software Engineer | 2021 - 2025

- Designed and implemented a new workflow to directly fetch Card Updates from MasterCard, saving Stripe \$10M/year in costs
- Engineered a ML-driven cross gateway retry system for payments, boosting authorization rates by 0.45 basis points (\$78M/year in processing volume) and optimizing retry efficiency (saving \$1.5M in cost)
- Led cross-functional initiative with stakeholders across multiple teams to enable merchants to submit card credentials along with Network Tokens, which resulted in a 50% retry success rate

### Amazon

New York, NY

Software Development Engineer II | 2019 - 2021

- Led the design and implementation of our latest product, ASIN Growth Optimizer, with a team of engineers. Partnered with external teams and other stakeholders to minimize duplicate work and solve org-wide problems
- Redesigned and implemented a real-time orders processing and aggregation system on AWS. This system processes all worldwide Amazon orders in real-time, reducing SLA from 15 minutes to 1 minute and eliminated 10-hour data delay  
Furthermore, the new system spends 50% less on infrastructure costs and causes fewer operational tickets
- Optimized Big Data pipeline to reduce operational load by 30% and monthly infrastructure costs by 30%
- Rewrote our legacy web app using React and a new server-side framework

### TripAdvisor

Needham, MA

Software Engineer | 2017 - 2019

Software Engineering Intern | 2016

- Designed and implemented the Unified Inbox API for sending and receiving different types of messages and alerts on web and mobile clients
- Worked collaboratively with cross functional teams to quickly bring new features supporting the Social Initiative to the TripAdvisor.com, mainly using React and Java microservices

## EDUCATION

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### Tufts University

Medford, MA

Bachelor of Science in Computer Science | 2017

- Magna Cum Laude. Dean's List.

## SKILLS

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- Java, React, Microservices and Serverless Architecture, AWS, Python, Django, HTML/CSS, Javascript, Agile Software Development, Postgres, Databases, Git