Inki Hong

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Skills

Languages: Java, Python (Django, Flask), JavaScript, TypeScript, SQL, Apex
Frameworks & Platforms: Spring Boot, React, GraphQL, Salesforce (Apex, Lightning, Visualforce), Zuora Billing
DevOps & Tools: Kubernetes, GitLab CI/CD, Docker, AWS, Postman, Splunk
Databases: Oracle, MySQL, PostgreSQL

Education

Bachelor of Science in Computer Science
Georgia State University — Atlanta, GA

Professional Experience

T-Mobile | Atlanta, GA

Senior Site Reliability Engineer (Aug 2024 – Aug 2025)

- Led backend service development with Spring Boot and Python, improving deployment reliability and scalability.
- Automated deployments, monitoring, and incident response using Kubernetes and GitLab CI/CD, reducing downtime.
- Mentored junior engineers, led intern bootcamps, and conducted technical interviews to grow team capability.
- Built React-based admin dashboards integrated with GraphQL APIs, streamlining change management and deployments.

Software Engineer (Mar 2021 – Aug 2024)

- Designed and implemented backend web services with Spring Boot, powering critical business operations.
- Developed automation scripts in Python to support system monitoring and infrastructure tasks.
- Collaborated with cross-functional teams to deliver microservices and APIs with strong reliability guarantees.
- Contributed to DevOps practices with Kubernetes, AWS, and GitLab CI/CD to improve delivery pipelines.

Zuora | Atlanta, GA

Senior Technical Consultant (May 2019 – Mar 2021)

- Delivered scalable Salesforce + Zuora Billing solutions for enterprise clients, enabling subscription workflows and automated renewals.
- Built and deployed Salesforce applications (Apex, Lightning, REST/SOAP APIs) integrated with Zuora's platform.
- Led data migration and large-scale integration projects, ensuring accuracy and seamless transitions for Fortune 500 clients.
- Mentored junior consultants in Salesforce and Zuora best practices.

Technical Consultant (May 2017 – May 2019)

- Developed custom Salesforce solutions (Visualforce, Apex triggers, Lightning Components) for subscription and billing use cases.
- Designed and implemented integrations between Salesforce and Zuora to support complex billing requirements.
- Collaborated with clients to run technical workshops, educating them on Zuora's Salesforce packages and best practices.
- Launched open-source, reusable Salesforce/Zuora components to accelerate client implementations.

Daugherty Business Solutions | Atlanta, GA

Software Engineer II (Feb 2017 – May 2017)
• Built features for a global hotel management system used by Hyatt, leveraging Spring Boot, Oracle SQL, and jQuery.
• Designed versioned deployments to improve release management, pioneering new practices within the client team.
Software Engineer I (Jan 2015 – Feb 2017)

- Developed APIs and business logic to support hotel booking and group reservation systems.
- Improved Oracle database performance by optimizing queries and schema design.
- Collaborated directly with client stakeholders to translate requirements into technical deliverables.
- Maintained build and deployment pipelines, integrating with Jenkins and version control tools.