Jeffrey Wong

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Experience

Oct 2022 - Present

Tech Lead @ Yext, Core Platform — NYC
- Led a team of 5 engineers as the Tech Lead, overseeing the development and successful delivery of our Cloud Choice project in order to support our Yext services in the EU region.
- Improved agile workflows and implemented effective team management strategies, fostering a collaborative and high-performing environment. Provided regular and transparent feedback, mentored team members, and facilitated professional growth opportunities, resulting in increased team morale and productivity.
- Influenced the technical direction in architecting scalable and platform-oriented products. Managed various technical challenges while overseeing the breakdown into comprehensive design documents. Focused on building modular services that can be easily leveraged by domain systems, resulting in seamless integration and reduced development effort.
- Collaborated with cross-functional teams, including product managers, designers, and stakeholders, to define project scope, establish technical requirements, and ensure alignment of business goals.

2020 - Oct 2022

Software Engineer 3 @ Yext, Core Platform — NYC
- Migrated API request reporting from Prometheus backed data sources to Snowflake. Also migrated the data store backing our developer API logs platform from Elasticsearch to Snowflake.
- Spearheaded the implementation of a global Apps service, which enables first/third party developer workflows and turnkey solutions that leverage the Yext API to be made available globally in any region.
- Led cross-org collaborations for setting up a new infrastructure for our notifications service, which is responsible for sending >1 million notifications per month. Introduced a new, in-platform notification type, intended to drive user engagement in our platform and improve customer retention.
- Leveraged our config-as-code framework to make CRUD operations on our notifications service available through declarative JSON files and the Yext API.
- Implemented a feature to enable email white-labeling for Yext accounts. Leveraged the SendGrid API to allow an account to customize their outgoing email branding settings whenever Yext sends an email on their behalf.
- Designed SLIs and SLOs to track our platform's email sending and email delivery performance.

Skills

- Code: Java, JavaScript (React), SQL, Python, Protobuf, Terraform (HCL)
- Testing: Tilt, JUnit, Mockito, Playwright
- Technologies: Kafka, RabbitMQ, Play!, RPC/gRPC, Bazel, Nomad, Airflow
- Observability: Prometheus, Grafana, LightStep, Sentry
- Hobbies: gaming, fitness, watches, basketball, food

Education

2016 - 2020

Bachelor of Science @ Cornell University — Ithaca, NY
Major: Computer Science // Minor: Business
GPA: 3.3/4.0
- Relevant Coursework: Algorithms, Artificial Intelligence (+ Practicum), OS, Databases, Computer Vision, Functional Programming, Data-driven Web Applications, Computer Architecture, OOP, iOS App Development
- Business Coursework: Finance, Digital Business Strategy, Managerial Accounting, Business Simulations, Investments, Entrepreneurship for Engineers
- Teaching Assistant: CS 4700 (Foundations of Artificial Intelligence)
- Organizations: Poseidon Dragon Boat Team, Cornell Badminton
- Awards: Dean's List (2x)