Jeffrey Wong

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Experience

2023 – Present
New York City, NY

Software Engineer 3 @ Yext
Core Platform (API)
- Team of 3 aiming to empower API-first development at Yext.
- Generated and propagated principal tokens (JWT) to all downstream services to facilitate the migration of access control responsibilities to resource servers.
- Implemented an API adapter that allows our internal services to seamlessly participate in the Yext API. Introduced a new HTTP proxy mechanism in our API gateway to route API requests.

2021 – Aug 2023
New York City, NY

Tech Lead @ Yext
Core Platform (Product)
- Led a team of 5 engineers as the technical lead, overseeing the development and successful delivery of our Cloud Choice project in order to support our Yext services in the EU region.
- Influenced the technical direction in architecting scalable and platform-oriented products. Focused on building modular services that can be easily leveraged by domain systems, resulting in easier integration and reduced development effort.
- Rolled out a global App Directory marketplace, enabling third party solutions and custom automations that leverage the Yext API to be made available globally in any region.
- Led cross-org collaboration for architecting a new infrastructure for our Notifications platform, responsible for sending over 1 million notifications per month. Introduced a new, in-platform notification medium in the Yext platform.
- Leveraged our in-house Configuration as Code framework to make operations on notifications available through declarative JSON files and REST API. Worked with other engineering teams to expose their notification types in this new interface.

2020 – Nov 2021
New York City, NY

Software Engineer @ Yext
Core Platform (Product)
- Designed and built an integration with SendGrid to implement a new self-serve email white labeling feature. Contributed to the rollout of a new email delivery service (Mailgun) to send HIPAA compliant emails for healthcare partners.
- Migrated API request reporting from Prometheus-backed data sources to Snowflake. Migrated the datastore backing our developer API logs platform from Elasticsearch to Snowflake.
- Designed SLIs and SLOs to track our platform's email sending and email delivery performance. Simplified these metrics by displaying this information via Grafana dashboards powered by Prometheus telemetry.
- Improved team workflows by creating proactive alerts to detect periods of potential outages in our services. Automated deployment of our services to the world via CRON build triggers.

Education

2016 - 2020
Ithaca, NY

B.S. in Computer Science, Minor in Business @ Cornell University
- Relevant Coursework: Algorithms, Artificial Intelligence (+ Practicum), Operating Systems, Databases, Computer Vision, Functional Programming, Data-driven Web Applications, Computer Architecture, Object Oriented Programming, iOS App Development
- Business Coursework: Finance, Digital Business Strategy, Managerial Accounting, Business Simulation, Investments, Entrepreneurship for Engineers
- Teaching Assistant: CS 4700 (Foundations of Artificial Intelligence)
- Organizations: Poseidon Dragon Boat Team, Cornell Badminton
- Awards: Dean's List (2x)

Skills

Code: Java, Go, JavaScript, Python, SQL
Frameworks: g(RPC), Play!, React.js
Technologies: Apache Airflow, RabbitMQ, Apache Kafka
Monitoring: Prometheus, Grafana, Lightstep, Sentry
Build / Deployment: Tilt, Bazel, Terraform, TeamCity, Nomad, Consul
Interests: Gaming, Fitness, Watches, Streetwear, Sports