


ZARA GREENE

SOFTWARE ENGINEERING MANAGER


CONTACT

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Mountain View, CA 

[LinkedIn](#) 

[Github](#) 

EDUCATION

M.S.

Computer Science with a
concentration in Software
Theory or Software Systems
Stanford University
2010 - 2012
Stanford, CA

B.S.

Computer Science
Carnegie Mellon University
2006 - 2010
Pittsburgh, PA

SKILLS

Eclipse

Git

Docker

Amazon Web Services (AWS)

Jenkins

React.js

MySQL

Java

CERTIFICATIONS

AWS Certified Developer from
Amazon Web Services

WORK EXPERIENCE

Software Engineering Manager

Google LLC

May 2019 - April 2023 / Mountain View, CA

- Boosted application performance by 23% through the strategic use of Docker for containerization and deployment.
- Enhanced CI/CD pipelines by integrating Jenkins, **accelerating release cycles by 21%**.
- Optimized data storage and retrieval with MySQL, contributing to a 29% increase in database performance.
- Mentored 5 junior engineers on best practices, increasing their productivity and improving code quality.
- Improved application architecture using AWS Cloud Services, reducing server response times by 28%.

Systems Analyst

IBM

October 2015 - April 2019 / Armonk, NY

- Developed custom system monitoring tools using Java, improving infrastructure stability by 29%.
- Implemented Git for version control and collaboration, reducing code conflicts by 15%.
- Led the migration of legacy systems to modern technology stacks, **improving system performance by 28%**.
- Enhanced website interface design with React.js, boosting click-through rates by 24%.
- Leveraged MySQL for data management and analysis, boosting database performance by 26%.

IT Support Technician

PNC Financial Services Group

September 2012 - September 2015 / Pittsburgh, PA

- Resolved an average of 35 daily IT support tickets, resulting in a 28% increase in end-user satisfaction.
- Used remote desktop tools to provide timely and efficient support, decreasing average ticket resolution time by 19%.
- Introduced a centralized knowledge base, reducing ticket escalation rates by 23%.
- Coordinated with vendors for timely hardware replacements and upgrades, improving equipment reliability.
- Provided ongoing IT support for remote workforce, **improving productivity by 22%**.