

WING-HONG ANDREW KO

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United States Citizen

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EDUCATION

Carnegie Mellon University, School of Computer Science, Pittsburgh, PA

- M.S. in Very Large Information Systems

December 2010

Carnegie Mellon University, School of Computer Science, Pittsburgh, PA

- B.S. in Computer Science, B.S. in Discrete Mathematics and Logic

December 2009

SELECTED WORK/RESEARCH

Medallia, Inc., *Senior Staff Developer*, Palo Alto, CA

February 2011 – August 2017

- Helped grow Medallia from 12 developers, 80 people to ~200 developers, ~1000 people
- Text Analytics (tech lead)
 - Took this product from ~5 customers to 100+ (~50% adoption rate)
 - 100 million comments processed per month via Kafka Streaming + Thrift
 - Supported translations, sentiment analysis, and topic extraction across ~20 languages
 - Automatic Sentence Clustering (Winter 2014 – Fall 2015)
 - 3 months sprint to implement including concept clustering, sentence clustering, user interaction on topic manipulation and comment annotation, and automated topic classifier (re)training
 - Open sourced a Java port of Word2Vec, an algorithm to generate word vectors
 - Architected processing and backend components for active learning infrastructure
 - Researcher Toolbox (Fall 2012 – Fall 2013)
 - Designed and implemented backend for an experimental module highlighting trends and behaviors across multi-dimensional customer feedback datasets with user-chosen visualizations
 - Sentiment Analysis (Summer 2012 – Fall 2012)
 - Designed and created initial implementation of an automated domain-specific, context-aware sentiment classification system, tuned to 90+% accuracy on annotated data sets
 - 2 month sprint working with research team to implement, optimize, and test algorithm
- Social Media (original developer)
 - Built this from scratch under the excellent tutelage of an architect
 - Data Collection Service (Spring 2011 – Winter 2012)
 - Distributed system to continuously collect reviews across 6 channels for 350,000 hotel properties
 - Included self-monitoring + learning components to identify and resolve property conflicts
 - 1 month Forrester sprint + 4 month initial client implementation
- Recruiting, Onboarding, and Mentorship
 - Built one of the most stable and punniest teams to ever exist @ Medallia
 - Eng lead for Medallia's internship program, hosting ~30 internships/co-ops (Summer 2011 - Summer 2017)
 - Eng lead for NCG recruiting process (shadow interview, HackerRank)
 - Actively recruited and presented at CMU, UC Berkeley, Caltech, Stanford, etc.
 - personally screened ~1000 candidates
 - Culture interviewer for non-engineering candidates (Summer 2015 – Summer 2017)
 - personally screened ~300 candidates
 - IC interviewer for engineering managers
 - personally screened ~20 candidates
- Select Initiatives
 - Co-wrote Project Curiosity, a live dashboard used by sales, marketing, product, and engineering to view status, features, and technical debt of all current clients (Winter 2014 – Summer 2017)
 - Co-organized around a dozen of Medallia's hackathons, including the company's first in Spring 2011
 - Created and maintained tooling scripts automating dev environment configuration as well as useful tools for manipulating production/QA/development (Spring 2011 – Summer 2017)
 - Led Medallia's running club, tennis club, and the Andrew club

SKILLS

- Technologies
 - that I know? PostgreSQL, Thrift, JUnit4, OpenNLP, Word2Vec, Git Mercurial
 - that I've dabbled in? AWS, terraform, Aurora, Mesos, Wavefront, DropWizard, Spark, pandas, WebGL, React (Native)
 - that I despise? Lucene (specifically on NFS), SumoLogic
- Languages
 - that I like? Java, bash, sed, lolcode, Spanish, Kotlin (but don't tell DJ)
 - that I reluctantly use? C, Python, Javascript
 - that I refuse to learn? Objective C, Klingon, Elvish
- Other
 - yoga, poetry, origami, rock climbing, swing dancing, classical guitar, humility (but not all at once)