FRANK YANG

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EXPERIENCE

Intapp

Venture funded Pre-IPO company helping law firms increase revenue, ensure client confidentiality, manage risk and maximize lawyer productivity. With over 450 clients, including 81% of the AmLaw 100, Intapp is widely respected as the industry standard and leader.

Technical Product Manager / New Product Development Team   *June 2014 – April 2016*

- Facilitated official release of the company's first product with a cloud offering, Terms of Business, a new solution that would allow users to quickly review and categorize contractual terms and agreements.
- Defined all product features for off-shore developers, articulating user stories and providing enough context for the offshore team to contribute to design and overall product functionality.
- Outlined product's first REST API methods to be used for integration with the Intapp Open suite.
- Established new DevOps processes to develop company's new support triage workflow with the company's first cloud solutions, monitoring all support issues.
- Led one-on-one user sessions, demoing new features and directly interfacing with users, understanding their painpoints and collecting datapoints for analysis to drive product decisions.
- Fully conceptualized and designed the Client and Matter landing page and Document Preview Sidebar features: wireframed, prototyped, managed their development, and led user sessions introducing the features.
- Developed and delivered early adopter release at a 1000+attorney law firm.
- Facilitated and managed development of complete UI/UX redesign with the design team to prepare the product for a general release.

Software Application Engineer   *November 2011 – June 2014*

- One of two local developers working on Intapp Walls, in an agile development environment using C#/.NET framework, alongside an offshore team.
- Designed and developed new extensions for integration with Box, Microsoft file shares, Sharepoint, Autonomy iManage Worksite, and Elite 3E, researching and analyzing security models, SQL database schemas and APIs for seamless integrations with the product.
- Redesigned the Microsoft Sharepoint extension for Intapp Walls, cutting down running time of a repair process by 50%.
- Managed build processes and assumed role as release engineer. Rewrote scripts to migrate all build routines to be used in Atlasssian Bamboo and Jenkins.

Brocade Communications

Systems Test Engineer   *July 2009 – November 2011*

- Developed and executed test plans and automated tests for FastIron product line of Brocade routers and switches (releases 7.0.0.1, 7.1, 7.2, 7.202, 7.3).
- Products tested: Brocade FastIron SX Series, Brocade FastIron FCX Series.
- Designed large system testbeds of 40+ units simulating customer solutions and scenarios.
- Executed tests at a performance level, functional level, and system level, by creating and executing scripts using Tcl/Expect and VBScript to ensure the quality of the test units.
- Protocols tested: LACP, UDLD, STP, MRP (Brocade proprietary), GRE tunnels, ECMP.

Boeing Company

Systems Test Engineer Intern   *June 2008 – August 2008*

- Developed quick verification tool to verify completion of government-issued requirements.

University of California Berkeley EECS Helpdesk

Program Assistant   *September 2007 – May 2009*

- Provided IT support and account management for professors and grad students in the engineering department.

EDUCATION

University of California, Berkeley

B.S., Electrical Engineering / Computer Sciences

ADDITIONAL INFORMATION:

Computer:	UI/UX, C#, Java, SQL, Mercurial, Git, JIRA, Bamboo, Balsamiq, Javascript, node.js, express, CSS, HTML, Jekyll
Languages:	English, Mandarin (conversational)
Hobbies:	Rock climbing, Photography