

# Daniel Phang

Seattle, Washington

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## Experience

### Microsoft

Software Engineer II

Redmond, WA

April 2019 – Present

- Analyzed performance data and optimized legacy backend code for SharePoint Classic Publishing sites, improving query caching and CPU-heavy operations such as HTML rewriting.
- Designed and implemented quality-of-service dashboards and performance frameworks to dynamically detect performance issues across 400+ top companies.
- Improved data processing scripts that analyze daily site performance data for 1000+ companies, performance incidents, and engineering system health.

### Amazon.com

Software Development Engineer II

Seattle, WA

October 2016 – January 2019

- Designed and implemented ordering and accounting workflows to launch Prime Wardrobe US/UK/JP, a try-before-you-buy program for clothing, jewelry, and shoes.
- Reduced the US Prime Wardrobe non-payment rate significantly by implementing additional validations based on customer behavior patterns.
- Optimized Prime Wardrobe's Redshift cluster by intelligently distributing workloads, reducing peak CPU usage from 95% to 50% and peak disk usage from 90% to 60%.
- Migrated Prime Wardrobe's accounting backend to a next-generation plugin-based service, allowing for easy future integration with other retail programs.

Software Development Engineer I

June 2014 – October 2016

- Implemented critical detail page and globalized item publishing features to help launch the *Rest of World* project, which enabled customers from 200+ countries to purchase digital software and video games.
- Designed and implemented an automated accounting solution for the Digital Software & Video Games business, reducing the work required in monthly accounting close from 10+ hours to 2 hours.
- Created an internal Django website for vendor managers to manage pricing, blacklisting, and inventory for software and video games, reducing monthly operational time spent from 20+ hours to 10 hours.

### Crunchyroll

Engineering Intern

San Francisco, CA

June 2013 – August 2013

- Developed a new version of Crunchyroll's application for the Roku platform.
- Worked with a designer to revamp the application's user interface, improved HD video playback, and implemented a multilingual translations framework.

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## Skills

**Languages:** C#, HTML/CSS, Java, JavaScript,  $\LaTeX$ , Python, SQL

**Software:** Atlassian (Bitbucket, Jira, Confluence), AWS (DynamoDB, EC2, Lambda, RDS, Redshift, S3, SQS), Microsoft (Azure DevOps, Visual Studio), DigitalOcean, Django, Heroku, IntelliJ IDEA, Selenium

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## Education

### Lehigh University

M.S. Computer Science (GPA: 3.96/4.00)

B.S. Computer Engineering (Minor in Economics) (GPA: 3.77/4.00)

Bethlehem, PA

August 2013 – May 2014

August 2009 – May 2013