

MORGAN BO

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Results-oriented Software Engineer with 3.5 years of backend development experience, skilled in designing scalable solutions using Java, Python and database management systems. Passionate about innovation and continuous learning, with a proven ability to collaborate in dynamic teams to deliver high-quality software.

WORK EXPERIENCE

TIKTOK, New York, NY/USA

July 2024 – Present

Software Engineer II

E-Commerce

- Led cross-functional rollout of AI-powered chatbot that processed feedback from millions of customers across all regions, clustering order-related issues to cut escalation rates by 25% and reduce average resolution time by 2 days, directly boosting customer satisfaction.
- Mentored and integrated 5 new engineers, accelerating ramp-up and increasing sprint velocity by 20% within 3 months through structured onboarding, code review standards, and adoption of CI/CD pipelines.

Fulfillment (TikTok Shop – Fulfilled by TikTok)

- Led the design and implementation of a merchant order-handling capacity tool to optimize fulfillment efficiency during TikTok Shop order surges, reducing logistics EDT timeouts by 65%.
- Streamlined warehouse operations by implementing automated inventory workflows using WMS automation reducing inbound processing time by 12% and cutting inventory discrepancies by 18% across 4 regional warehouses.
- Collaborated with Product and Data Science to roll out an order optimization feature adopted across all markets, reducing seller shipping costs by 14% and driving measurable increases in merchant profitability and satisfaction.

TIKTOK, San Francisco, CA/USA

June 2022 – June 2024

Software Engineer I

Monetization

- Supported feature development and infrastructure for TikTok Series, a 0→1 product enabling creators to sell premium video collections; adopted by 5K+ creators within the first 3 months, driving new monetization channels and increasing average creator revenue by 12%.
- Enhanced TikTok Creator Marketplace by refining algorithmic matching requirements between merchants and creators, boosting campaign ROI by 18% and driving stronger monetization outcomes for 10K+ creators globally.

Accounts

- Led critical security initiative protecting 3M+ daily active users, re-architecting authentication protocols to safeguard data and maintain service continuity.
- Developed new Face ID integrations, boosting login success rates by 97% and cutting authentication costs by \$2.6M annually.

Open Platforms

- Implemented mobile automation framework for TikTok login/share flows, boosting global test coverage by 40% and reducing QA overhead by 25%, accelerating release cycles.

PROJECTS

CHEQUE, New York, NY

January 2024 – September 2024

Co-Founder: Founded peer-to-peer payments app simplifying group bill-splitting; led product, engineering, and launch.

- Designed and developed a Swift-based iOS app with integrations including Plaid for bank verification, AWS Lambdas for API management, AWS Aurora for payment data storage, and AWS API Gateway for secure authentication
- Secured invitation to interview with Y Combinator Fall 2024 batch, selected from thousands of global applicants.

TECHNICAL SKILLS

Languages: C++, C, Python, Golang, SQL, Java, JavaScript, TypeScript, Swift, Bash, HTML/CSS

Framework & Libraries: Spring Boot, ReactJS, Next.js, Node.js, Express.js, Flask, FastAPI, Django

Data & Machine Learning: Numpy, Pandas, Matplotlib, scikit-learn, PostgreSQL, Redis

Cloud & Infrastructure: AWS (EC2, S3, Lambda, RDS), Azure DevOps, Terraform, Kubernetes, Docker, Jenkins, Gitlab CI/CD

Developer Tools & Monitoring: Git, Visual Studio, Grafana, Postman, Charles Proxy, Jira, Confluence

EDUCATION

UNIVERSITY OF MICHIGAN, Ann Arbor, Michigan/USA

August 2018 – April 2022

B.S Computer Science

GPA: 3.738; Major honors

James B. Angell Scholar

ADDITIONAL INFORMATION

- Private pilot with 200+ flying hours, Marathon runner (New York 2025), DJ for children's events, Filmmaker