

# Jerry Shiuan-Yih Ho

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## EXPERIENCE

**THE WALT DISNEY COMPANY**, Los Angeles, CA

**AUGUST 2019-PRESENT**

*Software Engineer, Staffed through TEKsystems, Inc.*

- Software/DevOps/Production Support Engineer in the DMED Business group
- Designed, developed, and maintained AMP, a crucial service that delivers all A/V Artwork and Metadata surfaced on Disney+, which won the 2021 DEG Technology Innovation Award
- Scaled AMP to support global launches of Disney+ (EMEA, LATAM, Hotstar, APAC) by automating package deliveries, resulting in a 72% decrease in support tickets and 89% reduction in engineering escalations.
- Managed AWS architecture (EC2, S3, Elastic Beanstalk, Cloudwatch, API Gateway, Lambda, RDS).
- Implemented Kafka publishers and consumers to track deliveries among Transport systems.
- Streamlined asset ingest processes and problem resolution through heavy automation, reducing T1/T2 intervention and escalated support tickets by over 95%.
- Mentored new hires and developed scripts and tools for T1/T2 support staff.
- Transformed legacy VueJS pages into modern, modular react microfrontends utilizing a shared design system of custom MUI components and React Shell application.
- Automated support tasks through Github Actions, reducing engineering escalation.
- Improved frontend and backend performance by 90% through the implementation of request-response caching, backend caching, and cache-busting logic.
- Migrated and maintained third-party property management integrations on a standalone Rails microservice, decoupling the legacy monolith.
- Wrote maintainable and testable code using MVC Rails and interactors/organizers.

**SPRINGBOT- ECOMMERCE MARKETING AUTOMATION PLATFORM**, Atlanta, GA

**JUNE 2017-JULY 2019**

*DevOps/Software Engineer*

- Developed in a fast-paced, Scrum-based process with a diverse team of developers and stakeholders.
- Launched a trial version of Springbot, automating the integration and onboarding of Shopify customers
- Designed and built an automated customer offboarding tool, streamlining manual processes.
- Optimized data across multiple products using Redis, Elasticsearch, MongoDB, and PostgreSQL.
- Managed and monitored cloud infrastructure, including AWS (EC2, S3), Redis, and Sidekiq.
- Developed integrations with various eCommerce platforms and marketing tools, such as Shopify, Magento, WooCommerce, Amazon, AdRoll, Facebook, Twitter, Instagram, MailChimp, Constant Contact and more.
- Mentored and onboarded new hires on company processes, development best practices, and DevOps tools.

## EDUCATION

**EMORY UNIVERSITY**, Atlanta, GA

**MAY 2018**

*Bachelor's Degree in Computer Science; Completed Double Major in Music, QuestBridge Scholar*

## SKILLS

- **Databases:** PostgreSQL, MSSQL, MongoDB, MySQL, DynamoDB, Redis, Elasticsearch
- **Languages:** Ruby, Python, Javascript, Typescript, Java, Go
- **Frameworks:** Ruby on Rails, React, Vuejs, Micronaut, Django, Flask, Jets, Kafka, Angular, Jekyll, Hanami
- **Cloud:** AWS, Kubernetes, Heroku, Digital Ocean, GCP
- **Testing:** RSpec, Playwright, Teaspoon, Jenkins, CircleCI, Postman
- **Monitoring:** Cloudwatch, Datadog, New Relic, Sumo Logic, Bugsnag
- **Other:** Git, JIRA, Scrum, Agile, eCommerce, IBM Aspera, Signiant, Docker, ECS, Real Estate Investing
- **Design:** HTML, CSS, Photoshop, Lightroom