

Charles Guo

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AREAS OF EXPERTISE

Management & Leadership Skills

- Leader in championing AI solutions, expert in RAG and AI model fine-tuning and publishing a regular [newsletter](#) about AI
- Proven experience managing and mentoring technical teams of 12+ software and QA engineers
- Expertise in designing and deploying public and hybrid cloud platforms supporting millions of devices
- Strong hands-on coding skills in programming languages with Java, Go, and Python.
- Mastery of modern cloud platforms and technologies, with deep experience in AWS and GCP ecosystems.
- Skilled in addressing engineering challenges and ensuring scalable and robust solutions.
- Advanced knowledge in Reactive Streams programming and building event-driven architectures.
- Supportive leader fostering a culture of autonomy, collaboration, and trust
- Proven track record of mentoring and promoting team members, enhancing morale, and driving synergy within cross-functional teams.
- Extensive experience leading distributed teams across geographies and coordinating efforts across cross-functional departments.
- Strategic thinker with strong business acumen, balancing objectives, deliverables, and budgets effectively.

Technical Skills

- **AI and Machine Learning:** Claude Code, Codex, Gemini, Cursor, PyTorch, Amazon Bedrock, fast.ai, fastapi, langchain, retrieval-augmented generation (RAG)
- **AI app:** Experts in LLM fine-tuning, building RAG applications, LLM integration with Google Apps
- **Cloud Platforms & Tools:** Kubernetes, Docker, AWS EKS, CloudFront, RDS, S3, EC2, WAF, Shield, CloudWatch, DynamoDB, Azure, GCP, Kafka, Istio
- **On-Premises Technologies:** MinIO, MicroK8s, VMWare ESXi, FedRAMP-compliant deployments
- **Networking Expertise:** SNMP, SD-WAN, TCP/IP, Linux, DSCP, Layer 2/3 Protocols, Nginx
- **Programming Languages & Frameworks:** Java, Go, Python, Perl, .NET, C#, Shell Scripting, JavaScript, TypeScript, Scala, XML/XSLT, Spring Boot, Node.js, Angular, React
- **Database & Storage:** PostgreSQL, MinIO, InfluxDB, MongoDB, SQL Server, Oracle
- **DevOps & CI/CD:** Spinnaker, Jenkins, Terraform, Gradle, Maven, GitHub Actions, New Relic, LaunchDarkly
- **Monitoring & Observability:** Humio, Grafana, Prometheus
- **Integration & APIs:** Swagger, REST, SOAP, gRPC, Informatica, Workato, DreamFactory, ActiveMQ
- **Big Data & Data Warehouse & Reporting:** ClickHouse, Snowflake, Splunk (Splunk® Certified)
- **Security & Vulnerability Management:** Coverity, Qualys, Burp Suite, Checkmarx, OWASP
- **Development Tools:** IntelliJ IDEA, Eclipse, Visual Studio Code
- **Domain Knowledge:** Networking industry (SNMP, SD-WAN, L2/L3 protocols), Health Industry

PROFESSIONAL EXPERIENCE

Professional Summary

Cloud Engineering Leader with 15+ years of experience in designing, developing, and managing scalable, secure cloud-native systems. Proven expertise in microservices, hybrid cloud deployments, and cross-functional leadership. Adept at driving innovative solutions and delivering measurable results in high-stakes environments.

Senior Engineering Manager

Tebra, San Jose, CA

Jun 2025 – Present

Building AI powered Electronic Health Record (EHR) solutions, responsible for payments and insurance collections.

- Spearheaded the company's first AI initiative, developing a machine learning model using LLM fine-tuning to predict claim success rates, creating a potential new revenue stream and establishing the foundation for data-driven decision making.
- Accelerated legacy code modernization by pioneering the adoption of Anthropic's Claude Code for microservice migrations, reducing typical 2-week projects to 3 days and creating reusable prompt templates for company-wide deployment.
- Eliminated critical analytics bottleneck by architecting and implementing a next-generation reporting platform using ClickHouse, enabling real-time queries and scalable data analytics across the organization.
- Established a new team culture by focusing on quality and delivery timelines. Converted a regular team to a super team which sets the example for other engineering teams.
- Published a weekly [newsletter](#) on AI and getting tens of thousands of views

Cloud Engineering Manager

HPE, San Jose, CA

Jun 2021 – May 2025

Building a public cloud platform (GreenLake) for all HPE products, including networking, storage and compute. Building cloud native microservice applications with multi-region support.

- Spearheaded the development of a multi-region public cloud platform supporting networking, storage, and compute products.
- Leveraging the cloud investment and deploy the same application to on-prem environment when customer has security requirements (government agency)
- Establishing a unified API framework which is agnostic to cloud or deployment type (cloud, on-prem), and it can be leveraged by internal teams as well as external customers.
- Experienced in designing and implementing microservices and examining the tradeoff of different cloud solutions
- Re-architected and migrated monolithic application to use microservices structure
- Improved security posture of the services by enforcing security standards, JWT token scope validation and application instance validation
- Designed and implemented cost optimization strategies, reducing cloud infrastructure expenses while maintaining high availability and performance.
- Lead the migration to ARM based CPU and cutdown the cost by 40%
- Practicing agile development strategy, including planning, scoping, standup meeting, product demos, retro meeting and burn down charts
- Built Humio and NewRelic dashboard to proactively monitor service health and APDEX score
- Building complex CI/CD pipeline with Spinnaker and Jenkins, Github Actions
- Implemented staggered deployment strategy for multi-region deployment
- Optimized QA automation framework using multi-container runtime and cut down the 80% automation runtime
- Worked on implementing Universal Device Identity Service using IDevID and LDevID
- Deployed on-prem solutions meeting FedRAMP requirements
- Worked on building the AI assistance tool using Amazon Bedrock

Engineering Manager, Network Performance Management

LiveAction, Palo Alto, CA

Feb 2020 – May 2021

Leading overall product development for LiveAction's two product lines: LiveNX for network performance management and Cloud Monitoring.

- Applied in-depth knowledge of L2/L3 network protocols, network performance management, SD-WAN, and VeloCloud to enhance network efficiency and reliability
- Leading the implementation of the core network monitoring product, including technical design and implementation, QA, code review, build and release
- Extending the capability of the product to the cloud for AWS, Azure, and GCP. Created a new revenue stream for the company and great potential for growth.
- Developed machine learning algorithms for predictive analytics and network security, enhancing the product's analytical capabilities
- Designed and implemented the core framework for dashboards, alerts, and reports, improving user engagement and data accessibility
- Evaluated and implemented simple, consistent, and easy-to-use APIs using gRPC, REST API, and Actor Model, enhancing integration and user experience
- Worked with multiple database systems, including MongoDB, InfluxDB, and a proprietary database, to build SSO solutions supporting LDAP, Okta, TACACS+, and Radius, improving security and user management
- Architected and designed algorithms for monitoring audio and video performance of the network, enhancing media quality and user satisfaction

Director, Customer Experience Systems

Arlo Technologies Inc. (Spin off from Netgear)

Jul 2018 – Nov 2019

Director/Manager, Applications

Netgear Inc., San Jose, CA

May 2013 – Jun 2018

Responsible for customer experience systems across the company, including online web platform, e-Commerce platform, and customer support platform (Salesforce Service Cloud).

- Led integration track of Salesforce Commerce Cloud (Demandware) implementation (a 2 million dollars project). Built critical integrations with Salesforce Commerce Cloud, Order Management Systems, ERP System, Payment Processing System and third-party logistic vendors.
- Designed and implemented new Salesforce Service Cloud, which supports several critical business applications (online ticketing, chat, customer services, knowledge base, etc.).
- Designed physical and logical server architect on AWS for new corporate applications using AWS platforms, including EC2, S3, CloudFront, CloudWatch, RDS, WAF/Shield, etc.
- Implemented CI/CD using Jenkins, Subversion, GIT and task/issue tracking system (JIRA). Increased quality of the product and reduced Time to Market.

System Architect/Senior Software Engineer

Fujitsu America, Inc., San Jose, CA

Jan 2007 – Apr 2013

Built Fujitsu's CMS system, which supports Fujitsu's online platform globally (<https://www.fujitsu.com>).

- Selected and implemented applicable hardware, software, platforms, publishing tools, and programming languages for Fujitsu's CMS system, enhancing system efficiency and reliability
- Architected content publishing framework, including integration with Content Delivery Network (Akamai), enabling high availability and fast response time for end users, enhancing user satisfaction
- Provided technical leadership to team members. Interviewed, trained and mentored new developers.