Nicholas Ng

nickng589@gmail.com | LinkedIn: www.linkedin.com/in/nickng589
(626) 695-9770 | GitHub: https://github.com/nickng589 | Website: https://nickng589.github.io/

Experience

Software Engineer | Roblox   01/2022 - Present
- Develop and maintain Team Create, a real-time collaboration engine (similar to Google Docs) for Roblox Studio, enabling millions of Roblox developers to build together seamlessly.
- Drastically enhanced Team Create reliability, improving save reliability from **96% to 99.99%** and connectivity from **98% to 99.999%** by fixing bugs, eliminating false positives, and collaborating with cross-functional teams to optimize networking algorithms.
- Owned the Experience Information Service, implementing local caching that eliminated hot sharding on remote caches and sustained peaks of **10 million requests per second**.
- Led the migration of the permissions service from a DynamoDB backend to an internal permissioning system, scaling to serve **millions of requests per second** while adding support for new complex permission types.
- Engineered **critical safety measures** for the experience permissions system, including the implementation of 17+ age-verification checks for age-restricted content
- Developed SQL and data pipelines to monitor real-time health metrics. **Led cross-functional investigations** with storage and networking teams to resolve root causes of metric regressions.
- **Mentored interns and new hires**, managing an intern through a full project lifecycle resulting in a successful feature launch and an eventual return offer.

Software Engineer Intern | Thumbtack   06/2021 - 08/2021
- Engineered a booking recovery flow and launched it via A/B testing, resulting in a **7.2% revenue increase** per unique visitor.
- Built a daily run PHP script that identified customers eligible for an upsell and sent custom emails and push notifications.

Head Teaching Assistant | UC Berkeley   10/2019 - 12/2021
- Managed a teaching staff of 10 and developed curriculum for Python and SQL courses serving 300+ students.
- Promoted from Tutor to Head Teaching Assistant

Projects

Computer Science Mentors Scheduler | React, Django, PostgreSQL   2020 - 2021
- Developed a website used by **3,000 computer science students** each semester to sign up for weekly discussions.
- Implemented functionality to enable mentors to create and manage their discussion section, and students to sign up for mentor's sections.

Education

UC Berkeley - GPA 3.7
B.A. in Computer Science   2018 - 2021

Skills

Languages: C#, Python, SQL, C++, Java, C, Go, Lua
Frameworks and Technologies: React, .NET, REST APIs DynamoDB, PostgreSQL, CSS, HTML, Git, YAML, SQS