

Nicholas Ng

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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.
- Owner of the Game Metadata service, a critical-path system managing game names, descriptions, and creator data for the entire platform.
 - Implemented local caching that eliminated hot sharding on remote caches, allowing the service to support surges in traffic of over **ten million requests per second**.
- Engineered **critical safety measures** for the permissions system, including the implementation of 17+ age-verification checks for age-restricted content.
 - 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.
- 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

Concepts: Distributed Systems, Backend Development, Scalability, Reliability, Authorization Systems, A/B Testing