KEVIN HU
SOFTWARE ENGINEER

Personal Statement

Interested in collaborating with empathic people to engineer products based on good ideas. I am experienced with working in cross-functional teams where knowledge sharing is encouraged. I enjoy building with people who believe in paired programming. I am at my best when a product is purposeful beyond the dollar value. I am looking for my next opportunity to be in a place where the company invests first, in their people and second, in their work.

Contact

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Employment

Software Engineer - Experience Pod
Feather
Remote, Chicago, IL
Sept. 2021 to June 2022

• Developed features on consumer-facing website – most notably the addition of stock status badges, filtering options, and account details
• Enhanced customer subscription data by remodeling subscription schema definitions, running migrations to clean data, updating automations, and delivering new suite of features on internal CSO tool
• Converted monolithic legacy APIs into more streamlined greenfield NestJS APIs
• Optimized subscription leasing system for scale, in order to simplify lease creation process – this system restructure allowed us to scale leases for both individual consumers, businesses, and other types of entities in the future
• Participated in on-call process, using Datadog for monitoring, logging, and analysis
• Wrote tests for 80+% of all features delivered
• Participated in DE&I committee as a volunteer to determine organizational needs and co-led initiative to celebrate AAPIs in the month of May

Tools: React, Typescript, Apollo, GraphQL, Emotion, Storybook, NestJS, TypeORM, MySQL, Jest, Stripe
DevOps: CircleCI, Docker, AWS
Monitoring: Datadog, Sentry, PagerDuty
Scrum: Shortcut, Slack

Software Development Engineer I – Advanced Analytics Team
LivePerson Inc.
Remote, New York, NY
Mar. 2021 to Sept. 2021

• Developed an annotation tool (Taxonomy Annotator) used by 200+ accounts and our internal taxonomy team to quickly mark up conversation transcripts with annotations – large amounts of data generated by this application was used to improve intentfulness of our AI platform
• Developed a staff forecasting tool (Staff Forecaster) that integrates with data from LivePerson conversation platform to generate forecasting estimates for multiple data points in the future weeks, then renders all data in tables
• Optimized searching features by building complex autocomplete components, adding to suite of searchable data columns, and increasing complexity of data matrices to reflect search results
• Increased unit and systems testing for Taxonomy Annotator by ~20%
• Built an API migration for Staff Forecaster which feeds its analytics ~80% of it's data
• Troubleshooted client/server side alerts by cross-analyzing metadata between Kibana, Kubernetes, and Grafana in order to pinpoint issues and execute patches and/or solutions
• Designed system architecture diagrams and prototype feature diagrams using Figma and Lucidchart
• Iterated code appropriately across multiple CI/CD pipelines to ensure feature readiness, stability, and accessibility; scaled across three regional zones – US, UK, and Sydney

Tools: Angular2+, Typescript, RxJS, NgRx, NestJS, TypeORM, MySQL, Cypress.io, Jest, Spectator, Firebase
DevOps: Jenkins, Docker, Kubernetes
Monitoring: Kibana, Grafana, Prometheus
Scrum: Jira, Slack

Fullstack Engineer
LivePerson Inc.
New York, NY
May 2019 to Mar. 2021

• Leveraged in-house Functions as a Service (FaaS) platform to develop highly scalable solutions for both messaging and live chat that allow for more dynamic sharing and delivery of data
• Developed a middleware for General Motors in order to create consumable APIs that integrates daily data batches from client SFTP server with LivePerson bot and proactive messages platform – APIs read and write to google sheets and is consumed via LP functions as a service platform – allowing 200+ customers per week to opt in to purchase orders
• Built a management tool for General Motors as a beta version application that allows multi-account access of LivePerson platform for administrators to easily edit user permissions and manage user roles from a unified dashboard
• Developed test middleware using LivePerson RESTful APIs and Node SDKs to demo how to bootstrap and tailor server-side and client-side tools
• Provided consultation on proper usage of LP tools, from APIs, SDKs, security protocols, cloud functions platform, conversation orchestrator, etc.
• Prototyped API integrations through easily shareable and generated Postman collections

Tools: React, Angular2+, Redux, Material Design, Nodejs, Expressjs, Javascript, Typescript,
DevOps: Docker, Kubernetes

Freelance Writer
Self-Employed
Dec. 2016 to Current

• Develop multiple pieces from pitch to print within the genres of creative nonfiction and essay - publications in Inheritance Magazine, Diverging Magazine, Hackernoon, LitPub, Asian American Writer's Workshop

Software Engineer (Contract)
Furey Financial Services
Hoboken, NJ
Sept. 2018 to Dec. 2018

• Built a product ordering tool (Tula) and an analytical tool for labor-to-sales projections (Dig Inn) with modern architecture and a clean interface
• Developed algorithms to parse budget records for greater financial management

Education

Fullstack Academy
Apr. 2018 to Dec. 2018
Web Development Immersive

Wheaton College
Sept. 2009 to May 2013
B.A. Bible/Theology, Psychology minor

Skills

LANGUAGES
Javascript
HTML5
CSS3
Python
Typescript
Google Apps Script
SQL

TECHNOLOGIES
Node.js
Angular 2+
React
Redux
Git
DBMS
Sequelize
Express.js
Material Design
Webpack
NPM
REST APIs
SASS
Docker
Kubernetes
Jest
NestJS
RxJS
NgRx
Cypress.IO
Jenkins
Kibana
TypeORM
GraphQL
Datadog
CircleCI
Jira
Shortcut

ADDITIONAL
Cantonese Chinese (working proficiency)
Public Speaking