Shuhao Pang

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WORK EXPERIENCE

Senior Software Engineer - Hornblower *(Jan. 2024 - Present)*

- Engineered complete **membership** platform supporting the backbone revenue model for cultural institutions, facilitating member acquisition, retention, and engagement through automated renewals, exclusive access, and tiered benefit systems while providing revenue stability and enabling tracking of 40-60% higher member spending on additional purchases.
- Built comprehensive back-end **automation system** handling subscription renewals, automated email notifications, payment failure recovery with grace period logic, and multi-gateway payment processing across Chase, Stripe, Authorize.net, Worldline, and Elavon platforms.
- Developed **unified checkout integration** that consolidates multiple tour bookings into single-charge transactions, reducing payment friction to drive increased revenue through simplified multi-tour purchasing while affecting 100% of orders processed through the Anchor platform.
- Solely developed **comprehensive revenue management dashboard** for Anchor clients, automating invoice generation and Stripe payment processing while providing real-time revenue tracking, guest account analytics, and predictive revenue forecasting to streamline financial operations.
- Engineered comprehensive payment processing system **integrating multiple gateways** (Stripe, Authorize.net, Chase, Elavon, Worldline, Apple Pay, Google Pay) with support for recurring billing, multi-currency transactions, automated refund processing, and PCI-compliant webhook handling with failure retry mechanisms.

Software Engineer II - Hornblower *(Jun. 2022 - Jan. 2024)*

- Engineered **dynamic cart editing capabilities** with integrated UI and API functionality, enabling customers to modify tour selections, adjust booking dates, and update cart contents without restarting the purchase flow.
- Developed **ML-powered pricing integration** that analyzes weather conditions, real-time sales data, capacity constraints, and demand signals to dynamically optimize ticket pricing for cruises and events, strategically creating purchase incentives that drive customer conversion and revenue growth.

Junior Software Engineer - Hornblower (*Jul. 2021 - Jun. 2022*)

- Designed a comprehensive itinerary bundling feature enabling customers to manage all purchases in a centralized interface, aggregating itinerary contents for 100% of orders processed through the system.
- Authored automated integration tests for API services and SDK components, focusing on high-impact customer flows to validate end-to-end functionality and maintain service reliability.

TECHNICAL SKILLS

Languages: JavaScript (ES6+), TypeScript, Java, SQL, HTML, CSS
Technologies: React, Redux, GraphQL, Node.js, AWS (Serverless: Lambda, DynamoDB, S3, SQS, AppSync, CloudWatch), Terraform, Git, CI/CD, Integration Test, REST

EDUCATION

Master of Science Degree in Information Technology | California Lutheran University *(2019-2021)*
Graduate Scholarship Receipient

Bachelor of Business Administration In Finance | BNU-HKBU United International College *(2012-2016)*