Jack Hong

(651) 248-2041 | jack.h18870@gmail.com | U.S. Citizen

WORK EXPERIENCE

Flexport   **Feb 2023 - Present**

Software Engineer

- Optimized shipping label generation by switching from PDF based labels to using ZPL. PDFs that used to take multiple minutes to generate, were now replaced by instantly generated ZPL.
- Developed a Java Spring Backend and Javascript frontend for printer management in the warehouse app.
- Implemented pallet identification on labels, saving significant man-hours in warehouse cycle counts.
- Fixed email scrapers and improved email scraping success rate from an initial 40% success rate to a 100% scrape rate.
- Contributed to 24/7 operations via on-call rotations and troubleshooting.

Meta   **May 2022 - Aug 2022**

Software Engineering Intern

- Summer internship with the Ads Machine Learning Infrastructure team.
- Collected data pipeline downtime metrics in Python for internal dashboards, aiding infrastructure team oncall rotations.

Capital One   **Jun 2021 - Aug 2021**

Software Engineering Intern

- Summer internship with the Retail Direct Technology team. This team builds consumer facing products (Website, various banking apps)
- Created an ATM Locator API for the Capital One Banking app using node.js.

Intel   **Nov 2020 - May 2021**

Firmware Engineering Intern

- Winter Internship at Intel, in the Intel Optane Group.
- Developed testing infrastructure in Python for C firmware for Optane SSD controllers at Intel.
- Integrated the Green Hills Software Debugger with pytest for firmware deployment and development.

University of Michigan   **Sep 2019 - Dec 2022**

Lead Teaching Assistant

- Oversaw over 800 students each semester in EECS 370, Introduction to Computer Organization
- In EECS 370, students learn about C, C++, ARM assembly, virtual memory, caching, and processor pipelines
- Established the current EECS 370 website & website infrastructure, now maintained by current staff.

SKILLS

Programming Languages & Tools: Java, Java Spring, Javascript, Typescript, C, C++, Python, Ruby
Operating Systems: MacOS, Linux, and Windows

EDUCATION

University of Michigan, Ann Arbor   **Jan 2022 - Dec 2022**

Master of Science & Engineering, Computer Science   **GPA: 4.00**

University of Michigan, Ann Arbor   **Sept 2018 - Dec 2021**

Bachelor of Science & Engineering, Computer Science   **GPA: 3.82**