

Jack Hong

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WORK EXPERIENCE

Flexport

Feb 2023 - Feb 2024

Software Engineer - Warehousing

- Transformed the multi-step label printing process into a single click. I created a new Java spring backend to generate ZPL labels and new Javascript and Typescript interfaces for printer management.
- Updated and refactored email scrapers for the Amsterdam warehouse, increasing success rates from 40% to over 90%. Collaborated closely with operators to identify and address flakiness issues, used datadog to monitor scrapers for improved stability, and introduced new scrapers to track invoicing emails, reducing cost leakage and enhancing operational efficiency.
- Optimized the Warehouse cycle count process by adding unique pallet identifiers to pallet labels. Instead of using pen and paper, cycle counts now use label scans to update shipment milestones.
- Collaborated with cross functional teams to support Flexport's integration with TipTop, a supply chain management tool.

Meta

May 2022 - Aug 2022

Software Engineering Intern - Ads Machine Learning Infrastructure

- Added code to monitor health of Ads Machine Learning pipelines and to collect status metrics.
- Used the internal dashboard tool, Unidash to present information to oncall engineers, assisting with debugging.
- Used Python multi-threading to optimize metrics collection and updates.

Capital One

Jun 2021 - Aug 2021

Software Engineering Intern - Retail Direct

- Worked on an all intern team to create a ATM Locator feature in the Capital One banking app.
- I created the node.js backend to support the ATM locator service.
- Our intern team presented our project to the Retail Direct business unit to over 300 stakeholders.

Intel

Nov 2020 - May 2021

DevOps Engineering Intern - Optane

- Worked on Python testing infrastructure for FPGA and ASIC SSD controller using pytest.
- Wrote Python code to integrate Green Hills Software Debugger with the integration and deployment pipelines to prevent regressions in C firmware.
- My work improved code quality across the Optane group - prior to my work code regressions were much harder to track and exceedingly common, due to the lack of integration testing on deploys.

University of Michigan

Sep 2019 - Dec 2022

Lead Teaching Assistant

- Created the brand new EECS 370 website & website infrastructure using GitHub pages and actions, now maintained by current staff.
- Created a brand new Branch Predictor based project for students to code in C. This required a new project spec, starter files, and an autograder.
- Oversaw over 800 students each semester in EECS 370, Introduction to Computer Organization
- Led office hours where students learned about C, C++, ARM assembly, virtual memory, caching, and processor pipelines

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