Jack Hong

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

WORK EXPERIENCE

Flexport   **Feb 2023 - Present**

Software Engineer

- Overhauled the label generation process in the Warehouse App. Instead of using PDFs that took multiple minutes to generate, the warehouse app now uses ZPL based labels that are created instantly.
- Created a 1 click label printing experience, allowing users to print to a Zebra based printer.
- 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**