

# Jack Hong

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## WORK EXPERIENCE

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### Flexport

Feb 2023 - Present

#### *Software Engineer*

- Optimized shipping label generation by switching to ZPL-based labels from PDFs, reducing AWS costs by decreasing compute and S3 storage.
- 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

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Programming Languages & Tools: Java, Java Spring, Javascript, Typescript, C, C++, Python, Ruby

Operating Systems: MacOS, Linux, and Windows

## EDUCATION

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### 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