

# Sherly Zheng

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## EXPERIENCE

### Platform Support Engineer

*Unqork / New York, NY / February 2021 - Present*

- Designed, developed, tested and maintained tools to optimize team productivity. Most notably, partnered with DevOps engineers to automate the manual process of setting feature flags, saving engineers up to 4 hours per week.
- Implemented monitoring to increase visibility on environment health, allowing the Support team to detect and prevent production issues.
- Created and developed a working prototype for the platform status page, which received recognition from the senior leadership team. The project paved the way for launching what is now the live status page.
- Mentored associate-level support engineers on configuration best practices and troubleshooting techniques.

### Associate Production Support Engineer

*Unqork / New York, NY / April 2020 - February 2021*

- Supported an enterprise-level SaaS no-code platform by triaging and troubleshooting production issues of all urgency types to resolution, while also maintaining client satisfaction.
- Assisted the Engineering team with identifying bugs by regression testing and creating proof of concepts.
- Utilized MQL with MongoDB to query databases and perform data clean-up activities in production environments.

### Medical Records Assistant

*Island Ambulatory Surgery Center / Brooklyn, NY / January 2017 – July 2019*

- Created a database to maintain information about requests and to store digital records, which aided employees in responding to inquiries about requests, as well as expedited the process of retrieving records.
- Designed a user-friendly interface for employees to quickly and easily enter data into and retrieve data from the database.
- Managed requests for patient medical records, reviewed outgoing records for accuracy and transitioned all physical medical records into digital records.

## EDUCATION

### Queens College, City University of New York

*Bachelor of Arts, Computer Science (May 2019)*

- Cumulative GPA: 3.5/4.0
- Relevant Coursework: Software Engineering, Object Oriented Programming, Internet & Web Technologies, Data Structures, Design and Analysis of Algorithms, Database Systems, Theory of Computation, Image Processing, Computer Graphics, Computer Architecture

## PROJECTS

### MenuMap | [www.github.com/szheng104/MenuMap](http://www.github.com/szheng104/MenuMap)

- A web application which allows users to view menus for restaurants in a fictional city. Users can also submit a restaurant's menus, which are stored in a MySQL database.
- Utilized: HTML, CSS, JavaScript, jQuery, PHP, SQL

### The Penguin Game | [www.github.com/szheng104/penguin-game](http://www.github.com/szheng104/penguin-game)

- A 3-D game application where the player uses their keyboard to control a penguin character traveling on a snow tube. The game also allows players to customize the appearance of their penguin. The goal of the game is to avoid as many obstacles as possible while the penguin's speed increases.
- Utilized: C++, OpenGL Utility Toolkit (GLUT)

### Metropolis Algorithm | [www.github.com/szheng104/metropolis-algorithm](http://www.github.com/szheng104/metropolis-algorithm)

- An implementation of the Metropolis algorithm, used to compute the optimal configuration of a set of nodes, which can be used to solve hard problems such as the traveling salesman problem.
- Utilized: Java

### Dijkstra's Shortest Paths | [www.github.com/szheng104/dijkstra-shortest-paths](http://www.github.com/szheng104/dijkstra-shortest-paths)

- Given a text file containing a list of edges in a directed graph and their associated costs, this implementation of Dijkstra's algorithm outputs the single shortest paths between all the nodes.
- Utilized: C++

## SKILLS

- **Tech Stack:** JavaScript, jQuery, CSS, HTML, C++, Java, PHP, SQL, MQL
- **Tools:** Jira, Zendesk, MongoDB, MySQL, Chrome DevTools, Datadog, Postman, SumoLogic, LogRocket, BitBucket, Visual Studio Code, MongoDB Compass, Studio 3T
- **Verbal Languages:** English, Cantonese, Spanish, Korean