

Sherly Zheng

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Full-stack engineer seeking product engineering position.

EXPERIENCE

Unqork, New York, NY

Senior Support Engineer | February 2022 – Present

- Designed, developed, tested and maintained tools to optimize team productivity. Partnered with DevOps engineers to automate the process of setting feature flags, saving engineers up to 4 hours per week.
- Led a team of engineers responsible for monitoring end-user patterns. Made product and technical roadmap recommendations to product and engineering managers.
- Mentored junior engineers on configuration best practices and troubleshooting techniques.
- Wrote and executed production data migrations and clean-up jobs against MongoDB using MQL, resulting in improved performance. Utilized MQL with MongoDB to query databases and perform data clean-up in production environment.

Platform Support Engineer | February 2021 – February 2022

- Implemented monitoring in Datadog to increase visibility on environment health, allowing the Support team to detect and prevent production issues.
- Created a proof of concept for the platform status page to inform users of overall platform availability using third-party API endpoints. Received recognition from the senior leadership team.

Associate Production Support Engineer | April 2020 – February 2021

- Triaged, debugged, regression tested, and resolved critical production issues. Coordinated incident responses and communicated updates to stakeholders.

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

Lookup | <https://lookup-a-loo.netlify.app/>

- A web application for when nature calls. Users can find, bookmark, and upload restrooms nearby.
- Utilized: Javascript, React, HTML, CSS

MenuMap | www.github.com/sherly-zheng/MenuMap

- A web application which allows users to view and submit menus for restaurants.
- Utilized: JavaScript, jQuery, HTML, CSS, PHP, SQL

The Penguin Game | www.github.com/sherly-zheng/penguin-game

- A 3-D game application where the player uses their keyboard to control a customizable penguin character traveling on a snow tube.
- Utilized: C++, OpenGL Utility Toolkit (GLUT)

SKILLS

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