

William Chen

CONTACT INFORMATION

Remote, US-based
will@iamchen.com

<https://github.com/wwchen>
<https://linkedin.com/in/wwchen>

EXPERIENCE

Gemini Trust, New York, NY

Senior Software Engineer, Institutional Strategies

Mar 2022 - present

- Converted paperwork to web form onboarding workflow for institutional clients, and built automated compliance checks and approval flows for compliance agents. Reduced time-to-application-decision from 2+ weeks to 2 days
- Scaled up and improved performance of transaction history API endpoints by collaborating with institutional customer and internal team

Uber ATG, San Francisco, CA

Senior Software Engineer, Market Expansion

Nov 2018 - June 2020

- Tech lead for six engineers on a cross-team project to unify disparate data and streamline workflows related to expanding ATG's road network
- Scaled Data Science adhoc analysis to run against a year's worth of historical data on Spark
- Worked on data pipelines, marketplace simulators, NP-hard problems to model and explore where SDVs can drive next

Software Engineer, Fleet Management

Dec 2017 - Nov 2018

- Project lead for automating vehicle configuration deployment. Worked with teams from hardware to software, security to fleet operators
- Contributed to a vehicle troubleshooting system used by mechanics, test track operations, and autonomy engineers

Credit Karma, San Francisco, CA

Senior Software Engineer, Recommendation Platform

Dec 2015 - Dec 2017

- Scaled User Facts Service from 300 features/user on on-premise MySQL to 3000+ features/user on Google Cloud Bigtable - first project within the company to use cloud to achieve scalability
- Main contributor to anomaly detection project - the key service to monitor and alert on impression, revenue, and other business metrics anomalies in real time
- Contributor to Recommendation Scoring Service and User Facts Service, built on Akka and Finagle, respectively, serving ~15M requests/daily, evaluating ~2B models/daily
- Analyzed and provided actionable key insights on data discrepancies during data warehouse migration from Vertica to BigQuery

Snowball, San Francisco, CA

Software Engineer, Android, Employee #2

Nov 2014 - Dec 2015

- Part of a small startup working to bring a better experience of notification tray on Android
- Drove product features end-to-end: conceptualizing to engineering to analyzing business impact

Microsoft, Redmond, WA

Software Engineer, Info & Content Experiences, MSN

Feb 2014 - Nov 2014

- Worked on common platform used on eight MSN's iOS and Windows modern apps
- Configured Xcode continuous integration server with custom scripts to support over 100 developers, 8 apps with extensible configurations
- Primary driver for various tenets for all apps, e.g. telemetry, UI automation, stress testing

EDUCATION

Texas A&M University, College Station, TX

Aug 2008 - May 2012

B.S. in Computer Science, minor in Business

SKILLS

- Extensive experience in configuring and troubleshooting Debian-based machines
- Scala, Akka, Finagle, Java, bash, Objective-C, C#, Ruby, Python; \LaTeX , Cisco IOS
- DevOps: Salt, Ansible, Jenkins, Docker, Terraform, Grafana, Splunk
- Data pipeline: Kafka, BigTable (HBase)
- Data exploration: Looker, BigQuery