# YAN ZHU

+1 (917) 767-9270 | yan.zhu@live.com | Brooklyn, NY | linkedin.com/in/yanzhu-eng-manager/

## PROFESSIONAL SUMMARY

**15+ years in software development, 5+ years in management**, a goal-oriented engineering leader with a growth mindset. Experienced in leading **cross-functional** full-stack teams that deliver **enterprise-grade B2B/B2C SaaS products at scale.** Experienced working in **early-to-mid stage startups** driving **greenfield initiatives** and creating measurable business impact. Excel at **defining and driving technical strategy and roadmap** in collaboration with Product, Design, and other stakeholders. Excellent verbal and writing communication skills. Proven record of building, coaching, and retaining high-performing teams. **A motivated problem solver who prioritizes high-quality solutions and thrives in environments of ambiguity.**

## CORE COMPETENCIES

**Leadership & Management**: Coaching, 1:1s, Career Growth Plans, Hiring, Performance Management
• **Collaboration**: Cross-team Alignment, Strategic Planning, Product Partnership, Organizational Leadership, Stakeholder Communication, Agile Coaching
• **Technical Expertise**: Java, Spring Boot, Python, Kotlin, React, TypeScript, Mysql, Postgres, REST APIs, Redis, Elasticsearch
• **System Design**: Monolith, Microservices, Event-driven architecture (Kafka, PubSub, RabbitMQ), Observability (Datadog, Grafana, Prometheus)
• **Cloud Infrastructure & DevOps**: Docker, Cloud Technologies (GCP, Kubernetes, Helm, AWS, Terraform), CI/CD (Jenkins, ArgoCD)
• **Project/Product Management**: JIRA, Monday, Trello, Confluence
• **Other**: Contentful, Tealium

## PROFESSIONAL EXPERIENCE

**Clover Network, Fiserv**                                                                                   New York, NY, USA
*Senior Engineering Manager*                                                                                 *09/2022 - 11/2024*
  - Led Clover's Growth Engineering team, an org of 12 fullstack engineers and 2 PMs, owning clover.com (Web, e-commerce, Application), responsible for SMB user engagement and growth, driving a YoY 20% increase in digital merchant acquisition and 10x value/order uplift
  - Maintained broad cross-functional partnerships with Product, Design, Content, Legal Compliance, BI, and third-party vendors (Tealium, Contentful) to successfully lead the full redesign of clover.com with improved accessibility, SEO, mobile responsiveness, and internationalization
  - Orchestrated the integration with multiple external services (Plaid, Finicity, Salesforce, Neustar) to streamline KYC, underwriting, and onboarding automation
  - Advocated for and oversaw the migration of Restaurant-related features (Online delivery, Inventory, Menu, Offers&Loyalty) features out of Clover's monolith into standalone, self-sustaining web services, coordinating efforts across the engineering org (Platform, DevOps, Support) to improve delivery speed, scalability, and monolith maintainability
  - Led both fully remote and hybrid teams, successfully managing 2 hires, 2 promotions, and 1 performance-related exit; coached engineers across levels to support career growth and performance excellence.

**Hyperscience**                                                                                             New York, NY, USA
*Engineering Manager*                                                                                        *03/2021 - 08/2022*
  - Oversaw the end-to-end development of Custom Supervision as a part of Hyperscience's IDP platform, achieving additional accuracy via human intervention in addition to machine learning empowered automation that processes 1M+ pages per day
  - Partnered with Product, ML, and QA to drive key quality metrics: Improved de-duplication accuracy to 98%, increased keyword recognition from 90% to 99%
  - Served as Scrum Master, running rituals (standups, retros, planning) and aligning delivery with stakeholder need
  - Initiated and led a peer group of 4 engineering managers to complete LeadDev's Engineering Leadership course.

**Urbint**                                                                                                   New York, NY, USA
*Engineering Manager*                                                                                        *12/2019 - 09/2020*
  - Owned the delivery of Damage Prevention, Urbint's first enterprise SaaS product from MVP to public launch under tight deadlines and shifting priorities

- Balanced the on-time delivery of business objectives with team well-being through communication, coaching, constructive feedback, and structured performance feedback, fostered an inclusive and high-performance culture
- Worked closely with senior Product and Engineering leadership to guide technical feasibility and prioritization
- Hosted monthly EM forums to reduce silos and share good management practices

*Senior Software Engineer*                                                                                            *09/2019 - 12/2019*
- Developed the first prototype of Urbint's Damage Prevention Product using Clojure, PostgreSQL, GCP, CircleCI
- Improved hiring funnel by leading process redesign and hiring analytics, resulting in a 30% increase in offer rate
- Advocated for org-wide process improvement by Introducing Agile best practices, restructured the Application Team's scrum rituals, reduced meeting time by 2 hours per week

**Amplify**                                                                                                        **New York, NY, USA**
*Software Engineer*                                                                                                  *05/2011 - 07/2019*
- Full-stack engineer contributing the full SDLC of 5+ Java-based web applications and REST APIs serving 800K students and 70K teachers
- Co-led backend development for Amplify's core data service, a high-volume API used by 10+ downstream apps
- Led an offshore team of 3 developers for 4+ years; served as tech lead and Scrum Master for daily rituals and quarterly OKRs.

**Early Career**                                                                                                   **New York, NY, USA**
*Software Engineer*                                                                                                  *05/2008 - 04/2011*
- Web application development at AOL Inc (2008-2010) and Interactive Data Solutions (2010-2011).

## PROJECTS & OUTSIDE EXPERIENCE

**LeadDev's Software Engineering Leadership Course**                                                                **New York, NY, USA**
                                                                                                                     *09/2021 - 12/2021*

## EDUCATION

**New Jersey Institute of Technology**                                                                             **09/2006 - 12/2008**
*Master's, Computer Science*

**Chinese University of Hong Kong**                                                                                **09/2000 - 05/2004**
*Bachelor's, Computer Science*

## SKILLS

**Skills:** HTML/CSS, Java, Zendesk, Excel/Numbers/Sheets, AWS, Asana, Agile, Java, Python, Kotlin, Javascript, React, HTML, CSS, Kotlin, React.js, MySQL, PostgreSQL, Redis, RESTful, Microservices, Monolith, Apache Kafka, Pubsub, AWS, GCP, Docker, Kubernetes, Jenkins, Mosaic, Datadog, Grafana, Prometheus, wavefront, PagerDuty, Selenium, Cypress, Python, Git, Springboot, ArgoCD, Monday, Trello, Coaching, Career Growth Plans, Hiring, Performance Management, Cross-team Alignment, Strategic Planning, Product Partnership, Organizational Leadership, Stakeholder Communication, Agile Coaching, System Design, Event-driven architecture, Observability, CI/CD, Project Management, Software Development Life Cycle (SDLC), TypeScript, REST APIs, Elasticsearch, RabbitMQ, Helm, Terraform, JIRA
**Languages:** Mandarin, Cantonese