

William Chen

CONTACT INFORMATION

New York City, US-based
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<https://github.com/wwchen>
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EXPERIENCE

Attentive Mobile, New York, NY

Staff Software Engineer, Subscriptions

Jun 2023 - present

- Took ownership to migrate and deprecate usages of External Subscriber ID as company move towards Identity Graph and transition away from the simplistic Subscriber data model. This affects swaths of product, reporting, public API and integration areas to recommend changes and implement when resources are limited.
- Evolved Attentive's shortlink service to handle generating 130M links/day under 60ms
- Member of Staff+ Engineer group and Engineering Interview Experience committee to influence engineering culture

Gemini Trust, New York, NY

Senior Software Engineer, Institutional Strategies

Mar 2022 - Jun 2023

- Product tech lead on a new onboarding flow for institutional clients that eliminates paperwork and streamlines compliance workflows. Provided the technical solution that simplifies the multi-part data entry and the regional regulatory complexities in a configurable and robust framework that integrates well with the existing backend approval and account systems
- Improved robustness of institutional transaction history API endpoints by adding caching and pagination features externally, and rerouting internal traffic via gRPC calls

Uber ATG, San Francisco, CA

Senior Software Engineer, Market Expansion

Nov 2018 - June 2020

- Tech lead to build an internal strategic decision tool, by taking a data-driven approach to exploring our next SDV markets (DC and Dallas, by gathering disparate data sources and operational metrics and creating a data exploration tool and operational workflow tracking system, respectively
- Scaled Data Science adhoc analysis to run against a year's worth of historical data on Spark

Software Engineer, Fleet Management

Dec 2017 - Nov 2018

- Tech 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

Aug 2012 - 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
B.S. in Computer Science, minor in Business

Aug 2008 - May 2012

SKILLS

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