

# William Chen

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## CONTACT INFORMATION

New York City, US-based  
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## EXPERIENCE

### **Gemini Trust**, New York, NY

*Senior Software Engineer*, Institutional Strategies

**Mar 2022 - present**

- Tech lead in greenfield project to eliminate paperwork and streamline compliance with a new web form onboarding flow for institutional clients. Add'l features: handle configurable regional form fields with validation, post-approval account creation flow
- 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 in a greenfield project to take 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

**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; L<sup>A</sup>T<sub>E</sub>X, Cisco IOS
- DevOps: Salt, Ansible, Jenkins, Docker, Terraform, Grafana, Splunk
- Data pipeline: Kafka, BigTable (HBase)
- Data exploration: Looker, BigQuery