Jerry Shiuan-Yih Ho

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EXPERIENCE

THE WALT DISNEY COMPANY, Los Angeles, CA   AUGUST 2019-PRESENT
Software Engineer, Staffed through TEKsystems, Inc.
- Designed, developed, and maintained AMP, a crucial service that delivers all A/V Artwork and Metadata surfaced on Disney+, which won the 2021 DEG Technology Innovation Award
- Scaled AMP to support global launches of Disney+ (EMEA, LATAM, Hotstar, APAC) by automating package deliveries, resulting in a 72% decrease in support tickets and 89% reduction in engineering escalations.
- Managed AWS architecture (EC2, ECS, S3, Elastic Beanstalk, Cloudwatch, API Gateway, Lambda, RDS, etc).
- Implemented Kafka publishers and consumers to track deliveries among Transport systems.
- Streamlined asset ingest processes and problem resolution through heavy automation, reducing T1/T2 intervention and escalated support tickets by over 95%.
- Mentored new hires and developed scripts and tools for T1/T2 support staff.

SPRINGBOT- ECOMMERCE MARKETING AUTOMATION PLATFORM, Atlanta, GA **JUNE 2017-JULY 2019**
DevOps/Software Engineer
- Developed in a fast-paced, Scrum-based process with a diverse team of developers and stakeholders.
- Launched a trial version of Springbot, automating the integration and onboarding of Shopify customers
- Designed and built an automated customer offboarding tool, streamlining manual processes.
- Optimized data across multiple products using Redis, ElasticSearch, MongoDB, and PostgreSQL.
- Managed and monitored cloud infrastructure, including AWS (EC2, S3), Redis, and Sidekiq.
- Developed integrations with various eCommerce platforms and marketing tools, such as Shopify, Magento, WooCommerce, Amazon, AdRoll, Facebook, Twitter, Instagram, MailChimp, Constant Contact and more.
- Mentored and onboarded new hires on company processes, development best practices, and DevOps tools.

EDUCATION

EMORY UNIVERSITY, Atlanta, GA   MAY 2018
Bachelor's Degree in Computer Science; Completed Double Major in Music, QuestBridge Scholar

SKILLS

- **Databases**: PostgreSQL, MSSQL, MongoDB, MySQL, DynamoDB, Redis, ElasticSearch
- **Languages**: Ruby, Python, Javascript, Typescript, Java, Golang
- **Frameworks**: Ruby on Rails, React, Vuejs, Micronaut, Django, Flask, Jets, Angular, Jekyll, Hanami
- **Cloud**: AWS, Kubernetes, Heroku, Digital Ocean, GCP
- **Testing**: RSpec, Playwright, Teaspoon, Jenkins, CircleCI, Postman
- **Monitoring**: Cloudwatch, Datadog, New Relic, Sumo Logic, Bugsnag
- **Other**: Git, JIRA, Scrum, Agile, eCommerce, IBM Aspera, Signiant, Docker, ECS, Real Estate Investing
- **Design**: HTML, CSS, Photoshop, Lightroom, Figma

SOCIALS
Website: https://mrjerryho.com
LinkedIn: https://www.linkedin.com/in/mrjerryho
Github: https://github.com/mrjerryho