John Zhao

ripper8784@gmail.com   http://johnzhao.us

Career Objective	A position as an engineering director in a leading software organization with a focus on implementing large-scale software solutions and growing talent.

Leadership Experience

- Leadership Mentoring/Coaching
- Agile/SCRUM, Project Management, Process Improvement
- Hired, coached, and grew the current group of 35 software engineers and managers

Product Experience

- User Experience and Full-Stack Software Design
- Ticketing and Customer Support/Experience Platforms
- Networking & Telemetry Systems

Technical Skills

- Deep knowledge of C/C++, OO design, and MS SQL Server
- LINUX/UNIX, JavaScript, .NET
- Distributed Systems, Multithreaded programming, Data science

Professional Experience

Bloomberg L.P. – New York, NY   2006 - Present

Engineering Director   **2016 - Present**
- Support the entire global technical support staff, network operations team, and general internal users of 10,000 users with various types of software.

Engineering Manager (Team Lead)   **2010 - 2016**
- Developed a new ticketing system to help tech support reps track client issues. Software designed on the Bloomberg Terminal UNIX C/C++ front-end with a C# & MS SQL Server 2005 back-end.

Senior Software Engineer   **2006 - 2010**
- Designed and produced a multi-threaded distribution server to automatically assign incoming technical support requests to tech support reps
- Designed and implemented a multi-threaded bandwidth monitoring tool to track the outbound bandwidth usage on the Bloomberg private network (the largest private network in the world).

Zoftware Corp. – New York, NY   1995 - 2006

Founder & CEO
- Early day Internet startup focused on workplace tools and consumer "gadgets"

Education

B.S. Electrical & Computer Engineering   2002 - 2006
The Cooper Union, New York, NY. GPA: 3.8. *Summa Cum Laude*

Honors

- NSCS – Cooper Union Chapter, 2002
- IEEE – Cooper Union Chapter
- Fellowship - Intel/Westinghouse, 2001 to 2002.