

# BEN ZHAO

## Software Developer

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benzhaodev

wenbenz

Montréal

## EXPERIENCE

### Coinbase

#### Site Reliability Engineer (IAM)

Oct 2024 – Ongoing

Remote

- Built internal IAM services to provide a single source of truth for identity data that is scattered across various sources.
- Reduced error rate by 99.9% by identifying and fixing the root causes of common failure points in all imports.
- Improved developer velocity by 86% by standardizing workflow for adding additional sources.
- Redesigned storage data model and system architecture to enable higher tier of system reliability and reduce system latency.

### Okta

#### Software Engineer I/II

Jan 2021 – Sep 2024

Remote

- Developed Okta's directory to securely handle intense loads against billions of users and groups which enables Okta to serve as the world's identity provider.
- Analyzed and replaced slow running SQL queries for batch jobs taking days to run, leading to a 1000x reduction in batch job turnaround time which improved customer experience.
- Redesigned relations between SQL tables to avoid excessive table joins which reduced lookup times by 100x.
- Increased developer productivity by moving code out of monolithic code-base towards a micro-service architecture, thereby reducing time spent in CI by 20x.

### Okta

#### Software Engineering Intern

May 2020 – Aug 2020

Remote

- Built pipelines to clean, transform, and load data into analytics databases used in creating threat detection models.
- Secured customers by adding new data features for consideration in threat detection model to increase fidelity in identifying threat actors.

### Arctic Wolf Networks

#### Software Engineering Intern

Sept 2019 – Dec 2019

Waterloo

- Developed linux agents to monitor endpoint activity, detect anomalous behavior, and quarantine devices.
- Deployed distributed computing clusters with shared resources to manage communications with endpoints, parse audit logs, and manage device quarantines.

## SUMMARY

I'm a software developer with over 5 years of industry experience. I build enterprise back-end systems that are reliable, scalable, and performant. I have a strong foundation in data structures and algorithms, and experience with various languages, frameworks, and tools.

## PROFICIENCIES

Algorithms

Data structures

System design

Distributed systems

Concurrency

Back-end

Functional programming

OOP

AWS

Docker

CI/CD

Git

Springboot

Reactor

Vertx

MySQL

PostgreSQL

Neo4J

Linux

Java

Golang

Python

C

C++

C#

Scala

## EDUCATION

### University of Waterloo

#### B.CS. in Computer Science

Sept 2016 – Dec 2020

Honours Computer Science  
Combinatorics and Optimization Minor  
Co-op Program

Relevant Courses:

- Algorithms
- Artificial Intelligence
- Concurrency
- Cryptography
- Machine Learning

## PERSONAL GOALS

- Improve at French
- Higher chess rating
- Learn to dance west coast swing