

Qichao Chu

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EXPERIENCE	ROLE	COMPANY	LOCATION	PERIOD
	◇ Staff Software Engineer, Tech Lead Manager (TLM)			01/15/2018 - Current
		Uber, Kafka - Platform Engineering		Dec 2020 - Now Sunnyvale, CA
		Led Uber's trip-critical Kafka Messaging platform (Kafka Consumer Proxy/uForwarder, Kafka REST Proxy, uReplicator (Uber's MirrorMaker)), accountable for reliability, on-call outcomes, and roadmap execution.		
				<ul style="list-style-type: none">• Drove platform architecture: replication re-architecture, Flink-based ingestion, and AutoMQ/RBS adoption to improve durability and operational simplicity.• Cut consumer incident mitigation from ~3 hours to ~30 minutes by designing freshness-restore + automated failover/backfill workflows across KCP and replication pipelines.• Implemented and supporting: native/proxy clients, retryQ/DLQ, context propagation, zone isolation, workload rebalance, metadata storage(Zookeeper) and much more.• Owned uGroup (Kafka consumer monitoring) end-to-end: uber.com/blog/introducing-ugroup-ubers-consumer-management-framework• ex-TLM of Kafka Control Plane, enhanced internal Kafka metadata management with cloud-like experience. Strengthen cross-region reliability through source-of-truth re-architecture.
		Knowledge Platform founding member, supporting Online Data AI transformation		
				<ul style="list-style-type: none">• Built efficient CPU-based embedding generation service for large-scale near realtime ingestion.• Built knowledge data intake(WebSocket push, API fetch, etc) service featuring OpenSearch indexing, LanceDB persistence, and taxonomy/ontology extraction.
		Active Uber Ring0 First Responder: Global incident responder / incident commander: coordinated cross-team mitigations including lockdowns and failovers during SEVs.		
		Uber, Money - Core Services		Nov 2018 - Dec 2020 Amsterdam, The Netherlands
		Tech Lead of Collections & Cashouts team, moving money in and out of Uber for the areas of arrears collection and driver cashout, in a secure, efficient and scalable way		
				<ul style="list-style-type: none">• Led 3DS/SCA project, worked with 10+ teams and 10+ European banks to enable two-factor auth for credit card payment across 60+ payment flows in European Economic Area.• Integrated UberPay in arrears collection, instantly unlocking more payment service providers in different regions without repeated integration.
		Uber, Identity - Security Engineering		Jan 2018 - Nov 2018 San Francisco, CA
				<ul style="list-style-type: none">• Maintained Uber's 3rd party customer identity platform for OAuth and external provider integrations.• Implemented both backend and frontend changes for new Alipay-Uber integration• Enabled Uber in Google Maps with new JWT-based 3rd-party integration
	◇ Member of Technical Staff III			02/16/2016 - 01/12/2018
		VMware, Network & Security Business Unit		Palo Alto, CA
				<ul style="list-style-type: none">• Implemented CDO mode IPS mode cluster level API• Enhanced NSX-V product security for FIPS certification, including upstream(Python) patches• Implemented CLI and daemon to support Java profiling on NSX-T/V Controllers
	◇ Software Engineer Intern			05/04/2015 - 07/15/2015
		Alibaba Group, Data Technology & Product Division		Hangzhou, China
				<ul style="list-style-type: none">• Built a Apache Storm and Apache Kafka based large scale realtime crawler, with peak performance of 10M pages/day
EDUCATION	◇ Georgia Institute of Technology, Atlanta, Georgia			08/04/2014 - 12/15/2015
		Master of Science in Electrical & Computer Engineering GPA: 3.81/4		
		Research Assistant, Contributed to DoE ARPA-E with data collection application CommuteWarrior		