

Hong Cheng

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Education

University of Illinois at Urbana–Champaign

Master of Science in Computer Science

Fall 2016 – Spring 2018

Bachelor of Science in Math & Computer Science

Fall 2013 – Spring 2016

Cumulative GPA: **3.7/4.0**

Dean's List, High Distinction

Working Experience

Lead Teaching Assistant

University of Illinois at Urbana–Champaign

Fall '16 – Spring '18

- Taught lab for CS 101 – Intro to Computer Science for 4 semesters, each semester directly in charge of 80 students over 2 classes.
- Class covers fundamental Python programming, introduction of data structures, with a splash of recursion and linear algebra.
- Developed questions on Prairie Learn and did A/B testing on students for learning, published thesis *Measuring the effect of amount of required student effort on exam performance*. It gathered data from over 1600 students over two semesters.
- Developed automated grading and automated testing system for the class. Worked tightly with the professor, also my co-advisor.

Senior Software Engineer

Atlassian

August '25 – Present

- Compliance with AI.

Tech Lead, Senior Software Development Engineer

ByteDance

October '24 – August '25

- Joined to establish a new US engineering team; recruited a former coworker; broader hiring constrained by limited candidate pool and strict requirements.
- Integrated new payment processors into TikTok E-Commerce workflow, and resolved issues across existing processors (Braintree, Adyen, Stripe, etc.).
- Eliminated stuck payment transactions and solved data sync issues among 30M+ transactions daily; established SOPs between US and Asia, Ops and Eng.
- Led cross-team efforts on stability, reducing failure rates and improving observability.

Senior Software Development Engineer

Dropbox

June '21 – October '24

- Led price increase and customer migration project, centerpiece of the '22 Q4 earnings call; reduced engineering effort from 24 weeks to 4 via a new migration framework; developed operational playbooks and improved safety for large-scale customer transitions.
- Owned payment and product integration for three post-acquisition products (HelloSign, DocSend, Formswift), including APIs, provisioning, and billing workflows.
- Applied ML models in payment routing, reducing involuntary churn by approximately 15%.

Software Development Engineer

AWS Control Tower

March '19 – May '21

- Full-stack engineer focused on designing and testing long-running asynchronous web services.
- Automated manual operations and designed microservices with Infrastructure as Code (IaC).

Software Development Engineer

AWS Migration Hub

July '18 – March '19

- Worked on AWS Migration Hub, a single location to track the progress of application migrations.
- Owned the Application Discovery Agent, a C++ program running on-premise to collect migration data.
- Created a test platform for the agent across mainstream server operating systems.

Software Development Engineer Intern

AWS Migration Hub

May '17 – August '17

Software Development Engineer Intern

The Ninth City & IBM Shanghai

May – August '14

Community Service

Vice President

Chinese Student and Scholar Association

May '15 – May '16

- Managed the association with more than 350 members.
- Developed the website: cssa.uiuc.edu. Administered social media channels covering more than 10,000 followers.

Director, Department of Arts and Sports

Chinese Student and Scholar Association

May '14 – May '15

- Organized a basketball tournament with 200 players.
- Coordinated with the leadership group during the UIUC Moon Gala (1,500 attendees).
- Directed 'Voice of Champaign' with approximately 600 audience members.