

Zhengyi(Joe) He

Software Engineer

Software engineer with 10+ professional experience

WORK EXPERIENCE

Doordash, New York, United States

Tech Lead Software Engineer

Promo Platform Team

08/2024 - Current

- Owned end-to-end vision and delivery of **Promo Debugger**, evolving it into a cross-org debugging platform and shipping an AI-assisted workflow that reduced investigation time from hours or days to minutes.
- **Built and scaled a volunteer Promo Debugger community** across Promo Platform, CX, Enablement, and MX, developing new leaders and strengthening shared ownership of promo quality.
- **Set technical strategy and roadmap for Large Campaign scalability**, aligning the team and EM on goals, phased execution, and measurable success criteria to turn recurring incidents into a supported capability.
- **Led delivery of core scalability improvements (e.g., StoreId stripping)**, reducing large-campaign payload size by 50%+, improving tail latency ~30%, and enabling campaigns up to 50K stores.
- **Served as Incident Commander / primary first responder** for complex, multi-team production incidents, coordinating 5+ teams and driving structured root-cause analysis and mitigation.
- **Led daily standups and weekly ops reviews for a 10-engineer group**, institutionalizing incident ownership, follow-ups, and documentation while protecting delivery velocity.
- **Reduced on-call load through continuous operational improvements**, cutting after-hours alerts from ~50/month (Q1) to 9/month (Q4) via standards, runbooks, prioritization, and rigorous closure of action items.
- **Mentored and up-leveled engineers through live incident work**, enabling junior engineers to independently lead investigations and reducing reliance on a small set of senior debuggers.
- Drove cross-team alignment to unblock delivery and prevent tech debt, serving as DRI/technical lead across Storefront, Promotions Platform, and Billing to resolve hidden migration dependencies and correct design direction; and partnering with THQ to reuse existing Promotion Eligibility primitives instead of building bespoke validation logic.
- Drove hiring and interview quality, conducting the majority of team interviews and piloting an AI interview program (shadow/reverse-shadow), improving consistency through calibration and structured debriefs.

Qualtrics, Seattle, United States

Senior Software Engineer

Experience Management Directory Core Team

08/2018 – 03/2024

- Lead a group of engineers, ensuring that best practices are followed, and that the team delivers high-quality software.
- Designed and Implemented Data migration strategy to move data from mysql database to Dynamodb. And move to the new platform without data loss.

CONTACT

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SKILLS

Hard Skills:

- AI Tooling
- Service Architecture
- Domain-Driven Design
- Client Object Modeling
- Software Design
- Integration

Tools and Software:

- Typescript
- Kotlin
- JAVA
- NodeJS
- AWS(DynamoDB)
- Jenkins
- Spinnaker

Languages:

- Chinese (Native)
- English (Conversational)

EDUCATION

Duke University

Master of Science

Durham NC

08/2013 - 05/2015