

Darren Zhang

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EXPERIENCE

Capital One

New York, NY

Software Engineer

August 2023 – Present

- Rebuilt the account opening resume flow to allow continuation of previously stopped applications, improving conversion rates by 10% and reducing average handling time from 10 to 5 minutes
- Validated and released new account opening UI on iPads across all Capital One branches and cafes to provide better in-person customer experience, increasing number of accounts opened daily by 5%
- Migrated component and integration end-to-end tests from Sauce Labs to BrowserStack, achieving a 33% increase in speed and significant cost savings
- Integrated Evinced Cypress SDK into Jenkins pipeline to automatically detect accessibility issues, ensuring the UI adheres to ADA accessibility guidelines and proper ARIA implementation
- Completed bimonthly WAF rehydrations to maintain the security and reliability of online account creation, preventing cyber attacks and safeguarding against fraud
- Developed an automated script to manage the deployment and removal of the maintenance page, decreasing manual engineer time from 20 minutes to less than 1 minute

Associate Software Engineer

August 2022 – August 2023

- Implemented self-service zero balance and internal transfer account closure functionalities to minimize call center volume, enhancing customer mobile app experience
- Collaborated with product and design teams to create new user-friendly screens, updating customer messaging for clarity and ensuring compliance with the latest design standards
- Successfully refactored APIs for all iOS account management features as part of the app modernization initiative, eliminating specific dependencies and legacy code
- Onboarded UI tests into an automated Jenkins pipeline for nightly test executions and Slack notifications, to provide ongoing monitoring and issue detection, improving software quality and reliability

Amazon

Remote

Software Development Engineer Intern

June 2021 – August 2021

- Designed and built an internal tool for seamless Kubernetes image overrides in Apache Flink and Zeppelin applications, reducing manual deployment time from several hours to just 20 minutes
- Introduced granular control mechanisms, allowing precise overrides of single applications or entire regions
- Added comprehensive unit tests with Mockito, increasing backend testing coverage by 50% to ensure function accuracy

SKILLS

Programming Languages: JavaScript, TypeScript, HTML, CSS, Python, Java, C, Swift, Ruby, SQL

Frameworks: Node, Angular, React, Junit, Cypress, Spring, Cucumber, Maven, Mockito

Software: Amazon Web Services, Git, Splunk, Snowflake, New Relic, Jenkins

Certifications: AWS Certified Cloud Practitioner, AWS Certified Solutions Architect - Associate

EDUCATION

Carnegie Mellon University

B.S in Mathematical Sciences, Minor in Computer Science