

# HO-LING POON

## PROFESSIONAL EXPERIENCE

### **Senior DevOps Engineer, NYPL IT Engineering, The New York Public Library, NY (2018 - )**

As part of the NYPL IT Engineering team, guarantees 99% uptime for all public facing websites of the Library

- Automating deployment process with Puppet, AWS ElasticBeanstalk and Travis CI
- Collaborating with developers at NYPL Digital to maintain DevOps best practices

### **Applications Developer, NYPL Digital, The New York Public Library, NY (2014 - 2018)**

As part of the NYPL Digital Development team, discovers and implements ways to make company website more efficient and information more accessible by the public.

- Optimized data service layer of NYPL's public facing site, <http://nypl.org>.
- Shaped NYPL Digital into DevOps shop

### **Independent Consultant, Hunter College, City University of New York, NY (2002 - Present)**

Providing technical consultation to Professor William Chace.

- Professional software training on Mac OS X, Blackboard courseware management, ArtStor image repository.
- Advising on best practices of online image search and usage for course materials.
- Providing technological advice that influences new equipment purchase decisions.

### **Systems Specialist, Center for Biodiversity and Conservation, American Museum of Natural History, NY (2010 - 2014)**

As the Center's Systems Specialist, actively involved in all web development of the Center's main website and various project websites.

- Migrated the Center's site and Center's event site to rejoin as centralized content of organization site, <http://amnh.org>.
- Maintenance and management of computing and digital resources at the Center and the Center's Biodiversity Informatics Facility.
- Desktop support for Mac and Windows machines.

### **Systems Assistant, Center for Biodiversity and Conservation, American Museum of Natural History, NY (2002-2010)**

As the Center's Systems Assistant, built an image repository and empowered staff members to be more involved in their computer's troubleshooting process.

- Built an image repository using FileMaker Pro and Mac OS X Tiger Server.
- Levels I and II technical support for staff members' various Mac OS X computer problems.
- Trained staff on using various Mac applications and basic troubleshooting steps.

## VOLUNTARY EXPERIENCE

### **Co-Organizer, Drupal NYC Meetup, NY (2015 - present)**

As part of Drupal user's group in New York City, providing outreach work to fellow users via email and social media

- Promotion of coming talks and events in Drupal user's group in New York City
- Outreach for speaker coordination for monthly Meetup

## EDUCATION

- **M.S., Computer Science, Courant Institute of Mathematical Sciences, New York University.** 2004 - 2008. GPA: 3.45.
- **Certificate, Unix Systems Management, School of Continuing and Professional Studies, New York University.** 2002-2004.
- **B.A., Computer Science, Hunter College, City University of New York.** 1997 - 2002. GPA: 3.90, Summa Cum Laude. Elected to Phi Beta Kappa.

## SKILLS

- **Programming Languages:** PHP, JavaScript, Java, Ruby, C, C++, Unix Shell Script
- **Databases:** MySQL, SQLite, Oracle 11g, Apache Cassandra
- **Cloud Computing:** Amazon Windows Service
- **Software Frameworks and Platforms:** Drupal, React.JS, Ruby on Rails, EzPublish, Travis CI
- **Operating Systems:** Mac OS X, macOS, iOS, Android, Ubuntu Linux, Microsoft Windows
- **Hardware:** Macintosh, Raspberry Pi, PC