

Eric Cheng

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Eager about product management and startups

EDUCATION

- **Carnegie Mellon University** Pittsburgh, PA
Bachelor of Science in Business Administration Aug 2018 – May 2022
 - **Relevant coursework:** Macroeconomics, finance, computer science, machine learning, probability, philosophy

EXPERIENCE

- **Microsoft Corporation** New York, NY
Product Manager Aug 2022 – present
 - Leading IT service management initiatives as part of Microsoft Digital Employee Experiences.
Software Engineer Intern May 2021 – Aug 2021
 - Wrote Ansible playbooks to deploy Azure Managed Lustre supercomputer filesystems; developed benchmarking protocol to evaluate Lustre performance and network throughput; created optimal cost-to-performance matrix by tuning Azure virtual machine sizes and Robinhood Policy Engine configuration.
- **Fastplate** Pittsburgh, PA
Co-founder Nov 2018 – May 2021
 - Created a campus online food ordering and delivery service.
 - Met with 100+ students; pitched product in university competitions; determined MVP requirements; defined go-to-market strategy; delivered sandwiches to happy customers.
 - Designed all brand assets and built an ordering platform with Node.js and Flask.
 - Developed route-caching algorithm which reduced 60% of delivery times to ≤ 15 minutes.
- **Amazon.com** Seattle, WA
Software Development Engineer Intern Jul 2020 – Sep 2020
 - Created full-stack counterfeit monitoring solution for brands, including Fortune 500 customers; used React to build data visualization widgets with Spring MVC backend; improved DynamoDB interface to handle large high-frequency queries.
- **CoPilot** San Francisco, CA
Product Engineer Intern May 2019 – Aug 2019
 - Built dashboard system in React to track global user metrics in real-time, connecting to MongoDB backend.
 - Enabled OAuth 2.0 user creation and sign-in using Firebase SDK, improving security for web portal experience.
 - Implemented fitness trainer-trainee messaging feature with React and Pusher Chatkit API.

SELECTED PROJECTS

- **cmueats.com** Oct 2018 – May 2022
Real-time dining hall information at Carnegie Mellon University
 - Over 3,000 active monthly users, which is $\sim 25\%$ of the entire university population.
 - Launched a design overhaul and social media campaign that increased MAU by 30%.
- **Carnegie Mellon University Business Technology Group** Jan 2019 – May 2021
President
 - Led student club of 60+ members, hosted weekly technical workshops and speaker sessions.
 - Introduced mentoring system to help guide new members towards careers in tech sector.
 - Organized inaugural “Big Tech Gathering” career fair alongside CMU startup community.
 - Built cmubtg.com with React and implemented a CI/CD pipeline, reducing costs by 90%.

SKILLS

- **Languages:** Python, JavaScript, Go, Dart, \LaTeX , Nix, HTML, CSS, R, Java, Bash, Mandarin Chinese
- **Technologies:** AWS, Azure, Ansible, Docker, Git, Linux, MongoDB, MySQL, PostgreSQL
- **Interests:** Homelabs, Arch Linux, NixOS, opsec, cryptography, open source software, index investing, Formula 1