

Andrew Ho

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Summary

Software developer with 20+ years experience building and running scalable, highly available, high performance backend systems. Specialized domain experience in vehicle routing, trucking, applicant tracking systems, e-commerce, payments, and fraud. Passionate about team performance and health, code quality, and runtime systems reliability.

- Coding: JavaScript, Ruby, Perl, Scheme, C/C++, SQL, Unix shell scripting
- Backend: Node, Rails, nginx, Apache/mod_perl, many custom server systems
- Infrastructure: load balancing, caching, queuing, MySQL at scale, Unix sysadmin, management of bare-metal and virtual Unix hosts
- Management: tech lead for large, cross-team projects; people manager as TLM

Work Experience

Google – Staff Software Engineer (L6)

April 2016–October 2025

Worked on Google Maps enterprise APIs for large vehicle routing, ride hailing, and delivery verticals:

- TL for projects spanning many teams, technology stacks, and data silos.
- Responsible for the entire truck routing vertical, from customer meetings to implementing core platform capabilities.
- Designed and built the data schema and pipelines for adding large vehicle restrictions to Google’s global map database.
- Implemented custom routing logic in Google Map’s CRP routing platform (C++, 1M QPS).
- Active interviewer and member of Google Hiring Committee.
- Managed small teams (6–7 people) as TLM, mentored and coached junior developers.

Worked on Google Hire (formerly “bebop”) applicant tracking system:

- Wrote code across entire backend, from application features, to serving infrastructure and a bespoke transactional object database (JavaScript, Node, C++).
- Built integrations with Google services such as Calendar and Gmail, and third party services such as Indeed and ZipRecruiter.

Groupon – Principal Engineer

July 2010–March 2016

- Designed service architecture for global e-commerce platform, unifying inventory, orders, and payment processing across disparate business lines and regionally separate systems.
- Improved site backend performance, scalability, and reliability for consumer web traffic (1B daily requests, 10K QPS, \$2B gross quarterly).
- Built and deployed systems (Ruby, Rails, C, shell) for PCI and SOX compliance, payment processing, and consumer fraud prevention.
- Created host configuration management system to manage and control over 20K mixed bare-metal and virtual datacenter hosts.
- Built Groupon’s initial personalization, relevance, and data warehouse infrastructure.
- Active in technical recruiting and hiring: created and ran interview training and a Bar Raiser program, interviewed hundreds of candidates.
- Participated extensively in architecture reviews and remediation, and helped set overall company technical direction.

Microsoft – Senior Software Development Engineer (L64)

March 2007–June 2010

- Designed and built WebReco, a streaming audio voice recognition web service.
- Worked with platform, mobile, and desktop teams and product owners to publish an RFC-ready API specification and patent application.
- Built and deployed server-side systems to stream and transcode audio in near real-time (Apache, Perl, C).
- Integrated Tellme’s local business search with Microsoft owned data feeds, building a system to crunch hundreds of gigabytes of XML in minutes.

Tellme Networks – Senior Staff Engineer

February 2000–March 2007

- Worked flexibly across product development, network operations, infrastructure, professional services, and developer support.
- Helped re-architect the Tellme network to handle millions of performance intensive directory assistance calls per day.
- Built a local business search engine processing millions of local business records hourly, and searching it with stringent (100ms) runtime performance requirements (Perl, C).
- Designed and built various highly available key-value datastores powering Tellme voice dialing and personalization features.
- Deployed and ran XML web services to expose feeds and databases to enterprise and consumer VoiceXML applications.
- Wrote a ticket tracking system, integrated with various telecom APIs, and wrote a surprising amount of code in Scheme.

Other Prior Experience

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| • Talarian – Webmaster | 1999–2000 |
| • Cantrix Software Group – Software Development Consultant | 1998–1999 |
| • Motorola Network Solutions Sector – Intern | 1997–1998 |
| • National Center for Supercomputing Applications – Software Developer | 1997–1998 |

Education

University of Illinois at Urbana-Champaign

B.S. in Electrical and Computer Engineering (ECE), 1999.

James Scholar, Dean’s List Scholar, Campus Honors Program, Phi Eta Sigma Honor Society.