



# ZARA GREENE

## SOFTWARE ENGINEERING MANAGER


### CONTACT

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Mountain View, CA 

[LinkedIn](#) 

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### EDUCATION

M.S.

Computer Science with a  
concentration in Software  
Theory or Software Systems  
Stanford University  
2010 - 2012  
Stanford, CA

B.S.

Computer Science  
Carnegie Mellon University  
2006 - 2010  
Pittsburgh, PA

### SKILLS

Eclipse

Git

Docker

Amazon Web Services (AWS)

Jenkins

React.js

MySQL

Java

### CERTIFICATIONS

AWS Certified Developer from  
Amazon Web Services

### WORK EXPERIENCE

#### Software Engineering Manager

Google LLC

May 2019 - April 2023 / Mountain View, CA

- Boosted application performance by 23% through the strategic use of Docker for containerization and deployment.
- Enhanced CI/CD pipelines by integrating Jenkins, **accelerating release cycles by 21%**.
- Optimized data storage and retrieval with MySQL, contributing to a 29% increase in database performance.
- Mentored 5 junior engineers on best practices, increasing their productivity and improving code quality.
- Improved application architecture using AWS Cloud Services, reducing server response times by 28%.

#### Systems Analyst

IBM

October 2015 - April 2019 / Armonk, NY

- Developed custom system monitoring tools using Java, improving infrastructure stability by 29%.
- Implemented Git for version control and collaboration, reducing code conflicts by 15%.
- Led the migration of legacy systems to modern technology stacks, **improving system performance by 28%**.
- Enhanced website interface design with React.js, boosting click-through rates by 24%.
- Leveraged MySQL for data management and analysis, boosting database performance by 26%.

#### IT Support Technician

PNC Financial Services Group

September 2012 - September 2015 / Pittsburgh, PA

- Resolved an average of 35 daily IT support tickets, resulting in a 28% increase in end-user satisfaction.
- Used remote desktop tools to provide timely and efficient support, decreasing average ticket resolution time by 19%.
- Introduced a centralized knowledge base, reducing ticket escalation rates by 23%.
- Coordinated with vendors for timely hardware replacements and upgrades, improving equipment reliability.
- Provided ongoing IT support for remote workforce, **improving productivity by 22%**.