

# MICHAEL D LUONG

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## WORK EXPERIENCE

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- Google** October 2025 - Present  
*SWE/SRE, Flex SRE* *Pittsburgh, PA*
- Lead **disaster recovery testing** by coordinating with dozens of teams for awareness, impact analysis, mitigations, and preventions.
  - Implemented pipeline validations for **GPU and TPU deployments** to detect accurate product quantity, adequate baking in pre-prod, and helping to automate the rollout to hundreds of cells.
- Google** February 2022 - October 2025  
*SWE/SRE, GPay and Wallet SRE* *Pittsburgh, PA*
- Optimized task counts and footprints to significantly **reduce CPU and RAM utilization** across core services.
  - Created a **framework for detecting ETL issues**, automating prioritization and notifications to reduce on-call toil.
  - Monitored user funnels to track critical interactions and assess outage impacts for GPay and Wallet.
  - Orchestrated **disaster recovery tests** to validate system capacity, latency, and data recovery.
- Microsoft** December 2019 - January 2022  
*Software Development Engineer - Teams* *Bellevue, WA*
- Led the client team for **pre-GA security features**, implementing automated information sharing restrictions (React, GraphQL).
  - Owned and maintained the **Teams PowerShell module** using C#, PowerShell, and Kusto.
- Amazon** July 2018 - October 2019  
*Software Development Engineer II - Alexa* *Seattle, WA*
- Developed "Alexa Contact Us" portal, **eliminating manual routing** of developer contact cases (Java, DynamoDB).
  - Built an "Unpublish service" that **reduced support contacts by 95%** by enabling autonomous skill management.
- Liberty Mutual Insurance** October 2015 - June 2018  
*Software Developer / Machine Learning Engineer* *Boston, MA*
- Developed **renewal likelihood models** and an alternative revenue stream via lead sales (Python, Scikit-learn).
  - Implemented a **modular framework (POD)** for rapid hypothesis testing of new front-end technologies.
- Liberty Mutual Insurance** January 2011 - October 2015  
*Software Developer - Surety* *Plymouth Meeting, PA*
- Lead developer for **surety forms**, overseeing full-stack development, CI/CD, and database optimization.

## EDUCATION

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**The Pennsylvania State University** May 2010  
*Bachelor of Science - Computer Engineering* *University Park, PA*