Bunlong Heng

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TECHNICAL SUMMARY

- **Architecture**: Lucid, Mermaid, Excalidraw, Miro, C4, Figma, V0, Notion, Jira, Xmind
- **Design**: Balsamiq Mockup, Figma, Prototyping, and Best Practices for UI/UX
- **Development**: React, Next.js, TypeScript, Tailwind, Node.js, Express, Laravel
- **APIs**: REST, GraphQL, Webhooks, Gateways, Microservices
- **Testing**: Playwright, Cypress, Jest, Vitest, k6, Selenium, Postman, Percey, BrowserStack
- **Deployment**: AWS, Vercel, Cloudflare, Docker, GitHub Actions, Terraform, Kubernetes, Linux, Nginx
- **Security**: Auth0, IAM, WAF, Snyk, OWASP, Burp, Dependabot, Secret Manager, Zero Trust
- **Reliability**: Multi-Region, Failover, Autoscaling, Load Balancing, Health Checks
- **Performance**: Lighthouse, Web Vitals, Redis, Cube Store, CloudFront, Route53, Global Accelerator
- **Observability**: CloudWatch, Datadog, Sentry, Tracing, Metrics, Alerting
- **Data:** PostgreSQL, MySQL, DynamoDB, RDS, Supabase, Snowflake, BigQuery, ETL
- **Automation**: n8n, Zapier, Webhooks, IFTTT, Alexa, SmartThings, IoT devices
- **AI:** Prompt Engineering, Context Management, MCP Integration, Vector Search, RAG, Agent Orchestration, Evaluation, Governance, Optimization

EXPERIENCES

Senior Full Stack Web Developer & Architect / Thryv / Dallas, TX   (01/23-present)

- Designs **architectures** and documents system workflows to meet business objectives.
- Leads the integration of web/mobile authentication with **Auth0** across all Thryv applications.
- Coordinates with Thryv **developers** to ensure accurate data flows through **Tealium** to **Heap** and **Pendo**.
- Leads **technical meetings** with external engineering teams (Tealium, Heap, Pendo, Sigma, CommandAI).
- Develops Tray.io workflows to integrate RESTful services for Auth0, Pendo, Heap, and **Snowflake**.
- Implements SAML 2.0 authentication with **custom assertions** for Zendesk integration with Auth0.
- Architects and develops the Advanced Campaign Editor (ACE) **react application** for the Thryv Business Center Team.
- Writes **Python scripts** to parse Excel files and folders, apply logic, and generate the output folder as a zip file.
- Builds back-end APIs using **Node.js**, **Express.js** to support **CRUD** operations, including Amazon **S3 integration**.
- Develops the ACE **React app** to interact with APIs and bee.io for email templating.
- Implemented **Cypress + Jest** test suites for auth, CRUD, and regression.
- Contributes to Cloud Application Security Assessment (**CASA**) processes for the Command Center.
- Integrates and tests Datadog RUM and APM across Thryv applications for **sessions replay**, and **monitoring**.
- Collaborates with Data engineers to ensure accurate **database schema design** and resolve any data-related topics
- Creates **detailed documentation** with diagrams, code snippets, and step-by-step guides for the team.
- **Provides support** to developers during and after implementation to resolve any technical questions.
- Develops a **model checklist** for performance, security, and reliability across all Thryv centers.
- Works with the **QA team** to ensure application performance meets expectations.
- Works with **security team** and devops to enhance best practices and ensure OWASP Top 10 compliance.
- Creates monitoring dashboards in Datadog to track API integration distribution and **page load performance**.
- Configures Datadog to trigger email, SMS, or Slack message **alerts** for API performance and **threshold** breaches.
- Automated deployments with GitHub Actions and **Dockerized** builds.
- Improved dashboard TTFB from 5s → **0.5s** through pre-aggregations with Cube Store caching in Cube Cloud.
- **Mentored** junior developers on coding standards and secure development practices.
- Integrated **AI-driven** natural language search to generate Cube Cloud queries from dashboards.

Senior Web Developer / Monitaur.ai / Danbury, MA (07/22-12/22)

- Contribute to the design, architecture, and development of Monitaur core web applications
- Make architectural front-end changes and own implement them using Vue.js (v2 & v3)
- Write tests and contribute to ongoing automation infrastructure development
- Patch Security Vulnerabilities based on the Pentest report
- Integrate Datadog logging with Django & Vue.js applications

Senior Full Stack Web Developer / Benu Networks, Inc. / Billerica, MA (10/15-06/22)

- Work explicitly with MVC Frameworks: Laravel 8.
- Planning and implementing web projects to meet the needs of the organization
- Develop complex applications using the appropriate approach and technology
- Build Admin, MHN portal, and release to Telus in Canada
- Build Microservices using Node.js and integrate with Fortinet Security for Telenet, Belgium
- Build Admin, MBN, SMB, and CarWash portals for Telenet, Belgium
- Build Admin, NetOS, BOSS, and Operation portal for Comcast, US, Telecentre S.A. in Argentina
- Build an iOS app that manages home network and profiles for Liberty Global in the UK
- Integrate OpenID Connect with the user portal for MBN and SAML 2.0 with the admin portal for MBN, SMB, and MHN
- Led the Facebook Wi-Fi project and worked closely with the Facebook Wi-Fi team to get Benu Networks Certified
- Contribute to re-design and developing Benu networks enterprise portal using React

EDUCATION & CERTIFICATIONS

Bachelor of Science in **Computer Science** / University of Massachusetts of Lowell / Lowell, MA (2014)

AWS Certified Cloud Practitioner- Issued: January **2025**
AWS Certified **Solutions Architect** – Associate - Issued: January **2025**
AWS Certified **Developer** – Associate - Issued: January **2025**

CompTIA **PenTest+** Certification - Issued: May 2020
Certified Ethical Hacker (CEH) Certification - Issued: March 2020