

Ashley Chong

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WORK EXPERIENCE

Google Cloud

Jul 2022 - Present

Technical Program Manager, Global Networking – *Reston, VA, USA*

Sep 2023 - Present

- Partnered with sales, planning, and engineering teams to understand pain points and prioritize networking needs for enterprise cloud customers; analyzed feasibility and developed tailored infrastructure solutions with detailed cost estimates, risk assessments, and assumptions.
- Accelerated GCP region deployment timelines, driving sales success and improving customer satisfaction by streamlining network demand intake and implementing company-wide process improvements.
- Conducted network risk assessments through simulations to evaluate alignment between customer demands and existing/planned network topologies, offering solutions and resolution strategies.
- Developed detailed network build plans for Google Cloud Interconnect requests globally, providing technical guidance, precise cost analysis, and schedules, while ensuring cross-functional team alignment.
- Led reporting for cloud geo-expansion and upcoming data center campuses; presented key metrics, timelines, and status updates to leadership on a weekly basis, while proactively addressing risks to ensure on-time delivery for customers.
- Spearheaded a data-backed framework for evaluating vendor performance in fiber and capacity deliveries; established clear KPIs to ensure reliable service delivery, enhanced cost efficiency, more productive business reviews, and stronger vendor relationships.
- Managed leased wave and dark fiber deliveries across APAC region, including leading vendor meetings, resolving issues, and tracking project statuses and blockers; ensured smooth handover to downstream teams through service quality checks and remediation management.

Network Implementation Engineer, Global Networking – *Sunnyvale, CA, USA*

Jul 2022 - Sep 2023

- Developed an actionable purchase order dashboard to streamline triaging of past due equipment orders, saving partner teams ~36 hours of manual work per month for root cause analysis and issue resolution, enabling critical customer delivery dates at PoP sites.
- Successfully executed global rollout plans to update dispersion settings for over 190 Ciena WaveServer 5 devices carrying production traffic.
- Performed regression testing, troubleshooting, and new product introductions for client optics and Data Center Interconnect devices.

BU Spark! (Technology Incubator) – Technical Fellow – *Boston, MA, USA*

Sep 2021 - May 2022

- Formulated customer personas, validation experiments, user story maps, CI/CD, and Agile development methods to design a user-centered software application to improve public speaking ability in the workplace.
- Implemented highly available content distribution network architecture using AWS Lambda, DynamoDB, S3, CloudFront.
- Integrated React Native front-end with Python, SQL, and Flask back-end deployed to an AWS EC2 Instance.
- Architected direct messaging service utilizing SQS queues and SNS topics, with user mapping to track session host server ID.

NetApp – Solutions Engineer Intern – *Hong Kong*

Jun 2021 - Aug 2021

- Designed and standardized a technical demo scenario for new MLOps solution leveraging Linux, Kubeflow, Kubernetes, and Docker, upskilling 50+ AEs and SEs to accelerate the selling motion across GCR, SEA, and ANZ.
- Conducted channel-partner technical sales enablement efforts in collaboration with NVIDIA data scientists through deployment and setup of MLOps demo environment with NVIDIA DGX and GPUs.
- Actively engaged partners and customers through presales presentations and workshops on NetApp's cloud portfolio by preparing and following up on customer workload requirements.
- Developed strong client relationships working cross-functionally with vendors, partners, sales, and professional services.

Boston University Information Services & Technology – Support Technician – *Boston, MA, USA*

Sep 2019 - Dec 2021

- Provided clients with IT support for 200+ services as part of IS&T's primary client-facing department.
- Leveraged enterprise knowledge and technical expertise to assess client needs and address inquiries with streamlined solutions.

EDUCATION

Boston University – College of Engineering – *Boston, MA, USA*

Sep 2018 - May 2022

- B.S. Electrical Engineering || *Minors/Concentrations:* Business Administration & Management, Technology Innovation
- *Relevant coursework:* Business of Tech Innovation, Computer Organization, Digital Signal Processing, Digital VLSI Circuit Design, Electronics, Machine Learning, Software Engineering, Statistics & Data Science, Strategy for Tech-Based Firms

LANGUAGES AND SKILLS

Programming Languages: C, C++, CSS, Go, JavaScript, HTML, MATLAB, MIPS Assembly, Python, SQL, Verilog

Tools: AWS, Docker, GCP, GitHub, Jira, Jupyter Notebook, Kubernetes, Linux, MS Office, MS Access, React, React Native

Certifications: AWS Certified Solutions Architect – Associate, AWS Certified Cloud Practitioner, ETA International Fiber Optics Installer, Implementing and Administering Cisco Networking Technologies

Interests: Food, Netball, Pilates, Singing, Snowboarding, Travel, Wake Surfing

Languages: English, Cantonese, Mandarin