

HARRISON KONG

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PROFESSIONAL SUMMARY

Software engineer with 18 years of experience building desktop, web, and mobile applications for call centers and navigation systems. Known for bridging engineering, marketing, and business teams to ship products at scale. Creator of technical education content that has reached 750,000+ learners worldwide on Coursera.

WORK EXPERIENCE

Independent Web Developer

skyRoute66 / Los Angeles CA 01/2020 – Present

- Building an MCP server enabling AI agents to generate invoices, reducing manual overhead.
- Redesign and automate content rendering for small business websites, reducing manual update time and improving page load performance.

IT Subject Matter Expert / Online Instructor

Coursera, Mountain View / Los Angeles CA, 3/2020 – 1/2025

- Developed and delivered online interactive software engineering and programming courses that reached 750,000+ learners worldwide, establishing a top-ranked presence among Coursera's most widely accessed technical instructors.
- Developed interactive coding labs for Google, the University of Michigan, and Hong Kong University of Science and Technology to strengthen hands-on learning and improve skill retention.

Primary 911 Paramedic / Phlebotomist

San Francisco Fire Department, 2007-2019

- Performed advanced life support interventions including resuscitation, intubation, and trauma care for high-acuity patients in a major metropolitan 911 system.
- Conducted rapid patient assessments and physical examinations under time-critical conditions to identify acute clinical presentations and guide treatment decisions.
- Formulated field diagnoses and administered targeted interventions across respiratory, IV, and pharmacological protocols in dynamic pre-hospital environments.

AHA Program Administrator / Instructor

Fast Response, Inc., Berkeley, CA, 2002-2010

- Directed and expanded American Heart Association certification programs, including BLS, ACLS, PALS, PHTLS, and EMT training, ensuring compliance with national standards and instructional excellence.
- Designed and developed curricula, lesson plans, assessments, and instructional materials for healthcare professionals and emergency responders.
- Delivered engaging lectures and hands-on training to large audiences, consistently achieving high learner engagement and successful certification outcomes.
- Mentored and supported learners from diverse educational, cultural, and professional backgrounds, fostering inclusive and effective learning environments.

Sr. Software Developer

Voquette, Inc. / Foster City CA, 9/2000 – 10/2001

- Built a Windows podcasting app and custom streaming music player that brought audio financial content to 1,000+ investors, extending the platform's reach beyond traditional text formats.

Sr. Software Engineer, System Analyst

Cross Country Automotive Services / Boston MA, 4/1992 – 9/2000

- Principal engineer for a 1000-user call center application, architecting a zero-downtime deployment system that assisted millions of motorists daily.
- Pioneered GPS navigation, remote vehicle control, and location-based search engine technologies, that secured contracts with BMW, Mercedes-Benz, and Chrysler.

EDUCATION

Bachelor of Science, Computer Science – University of Massachusetts, Boston, MA

Phlebotomy Certification, Phlebotomy Training Specialists – Los Angeles, CA

Paramedic Certification, Foothill College / Stanford University – Palo Alto, CA

EMT Certification, Skyline College – San Bruno, CA