

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. Seeking engineering roles where technical expertise meets cross-functional impact.

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

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.

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.

ADDITIONAL EXPERIENCE

Primary 911 Paramedic

San Francisco Fire Department, 2007-2019

AHA Certification Program Administrator

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

EDUCATION

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