Jonathan Chan

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PROFILE jonathanchan.me
LINKEDIN jonathanchanyc
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EDUCATION

Northwestern University
Class of 2020
Chicago Area

B.S. Computer Science

School of Engineering

GPA 3.7 / 4.0

SKILLS

Engineering

React · React Native · Redux

TypeScript · Node

GraphQL

Apache Kafka

Kubernetes

iOS · Swift / Obj-C

Python

Java

Rust

Languages

English

Chinese

Cantonese

French

INTERESTS

Aviation

Cooking

Urbanism · Sustainability

Linguistics

WORK EXPERIENCE

Software Engineer (Full Stack)

Convoy · Seattle (Hybrid)   September 2020 – March 2023

- Designed, implemented, and maintained business-critical features of Shipment Success's wide scope of cloud-based products, including a React Native mobile app, React web apps, NodeJS backends, GraphQL interfaces, and Kafka event streams.

- Empowered thousands of drivers to report and submit pickup/dropoff issues through a context-sensitive issue intake app/web feature, building driver trust and transparency. Reduced total inbound call time by 12%, or $120,000 per year.

- Automated the processing of 90% of all carrier cancellations, by releasing improved mobile app workflows. Reduced rebrokering time by 85%. Ensured compatibility with Convoy's other programs such as batching and third party brokering.

- Corrected 7% of driver location tracking in all of Convoy's loads, by implementing mobile/web app features to prompt for driver assignment at crucial points during delivery.

- Saved thousands of dollars per month in theft through automatic fraud detection features.

- Nurtured Convoy's recruiting programs by mentoring an intern successfully through their project, and providing empathetic and constructive feedback. Interviewed other candidates.

- Upheld Convoy's operational excellence efforts by engaging in on-call rotations, mitigating incidents, proactively deploying bugfixes/security patches, migrating legacy code, improving team processes, and liaising with other teams to share team learnings.

- Implemented improvements in location tracking and integrations with external vendors.

Software Engineering Intern

Convoy · Seattle   July – September 2019

Designed and launched a new automation workflow for shipment operations team to manage staff allocation. Automated monthlong email chains and saved 3,000 human-hours per year.

Software Engineering Intern · Fulcrum GT · Chicago   June – September 2018

Led development of an iOS app and a React web app, with Socket.IO for real-time bill-splitting.

Teaching Assistant · Rust, Data Structures, Intro to CS

Northwestern University   March 2017 – December 2019

PROJECTS

MeowlWatch iOS App · jonathanchan.me/goodbye–meowlwatch

Northwestern University   April 2017 – April 2020

Created an independent iOS app to help budget for meals, used by 4,500 students with 60 paying users and 100 daily users, integrated using StoreKit, NotificationCenter, and SiriKit.

.dev Co-Founder · Northwestern University   May 2017 – December 2019