

WORK EXPERIENCE

Front

Technical Lead

February 2022 – Present

San Francisco, CA

- Shaped the full lifecycle of the Live Chat product, ensuring seamless transitions between AI, chatbot, and live agent experiences.
- Led development of Front's chatbot and AI Agent systems using a reusable, flow-based architecture that powers automation features like macros, rules, and app requests.
- Co-led the Customer Portal initiative, a user-facing product built on the same architecture for dynamic form-based experiences.
- Mentored 8 engineers and coordinated cross-functional product development across frontend and backend systems using React and Node.
- Defined performance baselines for message delivery and real-time responsiveness.
- Improved developer experience with CI/CD pipelines, internal tooling, and streamlined staging/local workflows.
- Developed open-source SDKs and external-facing docs to support customer integration of the Live Chat system.

Senior Software Engineer

February 2020 – February 2022

- Shipped major initiatives across onboarding, contact management, analytics, and configuration.
- Contributed key features like data retention settings and a redesign of the Activities UI.
- Built systems using MariaDB, SQS, Redis, Elasticsearch, DynamoDB, ClickHouse, and Kubernetes.
- Regularly supported internal technical support queues to stay close to customer pain points and inform product development.

Phil

Technical Lead / Full Stack Developer

August 2017 – December 2019

San Francisco, CA

- Led backend, infrastructure, and patient-facing features for a healthcare logistics platform.
- Built CI/CD pipelines, HIPAA-compliant APIs, and internal ETL systems.
- Improved developer experience by establishing local, staging, and production environments to support faster iteration and safer deployments.
- Partnered cross-functionally with analytics, operations, and product teams.
- Mentored engineers and worked with Go, Python, MongoDB, and React.

EDUCATION & INTERESTS

University of Southern California

B.S. Mechanical Engineering, Minor in Computer Science

Graduated 2015

Interests: Music production, snowboarding, traveling, adventure RPGs, and hanging out with my cat.