JUSTIN CHEN

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EDUCATION

University of Maryland   College Park, MD
Bachelor of Science in Computer Science, Minor in Mathematics   *Aug 2016 – May 2020*
- GPA: 3.6/4.0

EXPERIENCE

Chewy   Boston, MA
Software Engineer II - Project 49   *Oct 2022 - Present*
- Worked in a small team of 18 engineers to successfully launch first international expansion into Canada.
- Developed and maintain multiple services forked from the original code base.
- Upskilled myself in areas normally supported by release, site reliability, and cloud engineering so that I could unblock myself when faced with an issue anywhere in the stack.
- Collaborated with other teams to understand and refine initial requirements to create a technical design document detailing strategy to migrate and adapt existing business processes to support Canadian launch.
- Worked closely with leadership to craft estimates of development required and prioritized critical work to meet the project's goals and deadlines
- Onboarded and oversaw two contractors brought on in the middle of the project and delegated appropriate sprint tasks. Planned and coordinated releases for features necessary for initial go-live.

Software Engineer II - Agent Experience Team   *Feb 2021 - Oct 2022*
- Migrated and modernized multiple legacy core business processes to be in-line with existing CI/CD processes and adopt failover strategies across multiple regions. Upskilled myself in Jenkins, Terraform, and AWS services.
- Contributed to architecting and delivering OCR 2.0 - a revamp of a core business process that handled inbound faxes from veterinarians. The deliverable increased processing speed of inbound faxes by 8x and simplified a complex multi-step process to a single process.
- Designed a React.JS application that integrated with Oracle Service Cloud CRM to manage prescription and authorizations. Implemented a solution that eventually reduced the average handle time of relevant interactions from an estimated average of 2.5 minutes to 40 seconds.
- Managed deployments for the Oracle Service Cloud Team; became a subject matter expert in the team's testing processes.

Software Engineer I - Agent Experience Team   *Jun 2020 - Feb 2021*
- Maintained business processes to support Customer Service Tech.
- Delivered "Dynamic Message Banners", a feature that integrated with Oracle Service Cloud REST APIs to deliver broadcasts and announcements to customer service agents in real-time in an outlook-like interface.

Johns Hopkins Applied Physics Laboratory   Laurel, MD
Software Engineering Intern   *Jun 2019 – Aug 2019*
- Created a responsive, interactive, and configurable dashboard to display complex health data
- Used front-end technologies and libraries such as React.JS, Material-UI, and Plotly.JS; Backend used Java, Hibernate, and Spring

PROJECTS

2048 | *Swift, Firebase, Git*
- Built an iOS app derivative of 2048
- Features generalized board sizes, along with traditional 4x4 board size, user login, persistent scores, and score leaderboards.

Spyfall | *React.JS, Typescript, Node.JS, Express.JS, Socket.IO*
- Created an online version of tabletop game, Spyfall

TECHNICAL SKILLS

Languages: JavaScript, PHP, Java, Python, HTML/CSS
Frameworks: React, Node.js, JUnit, Material-UI
Developer Tools: Git, Docker, Jenkins, VS Code, IntelliJ
DevOps: AWS, Terraform, Serverless, Jest, CI/CD, Cypress