Richard Ngo SOFTWARE ENGINEER

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BIO
Full-stack engineer shipping scalable B2B SaaS with React, TypeScript, and Postgres. Focused on user experience, AI/LLM integration, system reliability and performance.

SKILLS
JavaScript, TypeScript, React , Node, Express PostgreSQL, Firebase, Prisma, Agile, LangChain, REST & event-driven APIs, Test-Driven Development, Jest, Playwright, Git/GitHub, CI/CD pipelines, Datadog, Cursor, ClaudeCLI, French.

EXPERIENCE

Rose Rocket (YC S16) - Intermediate Software Engineer Dec 2023 - Sept 2025

- Contributed to the delivery of key engineering projects that directly resulted in a $4 million increase in committed annual recurring revenue (cARR).
  - Developed and enhanced piping of core features including microservice updates, AI workflow optimizations (e.g., Temporal and OpenAI integrations) to facilitate document-driven development.
  - Implemented action trigger enhancements (automations), which enabled the successful onboarding of crucial international customers.
  - Integrated event-driven APIs to enable seamless third-party and internal service communication using webhook-style asynchronous patterns for EDI systems.
- Managed end-to-end feature releases including database migrations, ensuring seamless transitions while providing live deployment support for post-release stability.
- Collaborated across sales, customer service, and product teams to maintain high code quality, minimize customer downtime, and accelerate bug resolution.
- Utilized a test-driven development (TDD) approach within a CI/CD pipeline leveraging GitHub Actions; assisted in reaching 72% test coverage from 50%.
- Supported mission-critical production operations reducing customer downtime by 45%; leveraged monitoring, observability tools, and post-mortem analysis.
- Facilitated team rituals, such as "PR of the week," to foster a culture of code quality and collaborative learning.

EDUCATION

BrainStation | Diploma, Software Engineering
JAN 2023 - APRIL 2023, TORONTO, ON

Humber College | Post-Grad Diploma, Mental Health and Addictions Counseling
SEPT 2015 - AUG 2016, TORONTO, ON

University of Toronto Scarborough | Bachelor Science, Mental Health Specialist
SEPT 2011 - MAY 2015, TORONTO, ON