Contact

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jordaneverscending (LinkedIn)
everscending.org (Personal)

Top Skills

Agentic Coding

Launch Darkly

Magento

Languages

Spanish (Elementary)

Certifications

Inclusive Leadership

Vulnerability Management:
Assessing the Risks with CVSS v3.1

DevSecOps: Continuous Application
Security

Collaboration Principles and Process

Jordan Phillips

Full-Stack Software Engineer | Typescript, React, NodeJs, SQL,
DevOps and beyond ॐ
Austin, Texas, United States

Summary

Seasoned Full-Stack Software Engineer with 30+ years of app
development within healthcare, banking, education, non-profit, and
e-commerce industries. Building upon decades of experience in
delivering sophisticated SaaS solutions and leading with empathy, I
am now expanding my fluency in agentic AI engineering to build the
next generation of technologies that drive meaningful impact.

Outside of work, I am fascinated by the story of creation, the
origins of man, evolutionary biology, consciousness, social and
technological trends, what our species will look like in 100 or 1000
years. I am passionate about the big picture view of our existence
and the possibilities that arise when a critical mass of us begin to
think this way.

Specialties

Open Source Software • eCommerce • Cloud Computing • API
Integrations
SDLC • Refactoring • E2E/Unit Testing • DevOps • Agile/Scrum
Deep Technical Research • Performance Tuning • Team Building/
Mentoring

Key Accomplishments

● Increased conversion rates and doubled annual revenue from
$12M to $24M by designing and implementing in-house multi-site,
multi-lingual eCommerce platform for manufacturing firm
● Customized Magento eCommerce platform to accommodate
specialized products, check-out, and reporting workflows eliminating
multiple product websites and unifying company's online brand under
one shopping cart
● Architected continuous integration and deployment workflows
resulting in hassle-free, frequent releases

• Identified and salvaged incomplete phases of an outsourced time-sensitive sweepstakes contest avoiding breach of contract and subsequent legal repercussions
• Spearheaded development of the Journalism Online Tool, enabling easy to manage web-based publications for multiple departments at the University of Texas

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Experience

athenahealth
8 years 4 months

Lead Member of Technical Staff
December 2022 - August 2025 (2 years 9 months)
Austin, Texas

• Shipped new features in athenahealth's services used by patients and clinicians
• Contributed to multiple teams and products using diverse technologies and frameworks
• Bootstrapped/launched athenahealth's Telehealth service during COVID and subsequently overhauled its internals to enhance reliability and scalability
• SME for Zoom and Amazon Chime SDK integrations and liaison to teams at Zoom/Amazon
• SME for Azure App Insights integration, observability, and alerting
• Onboarded and mentored junior engineers
• Supported production systems during on-call rotation and client escalations
• Embraced emerging AI coding tools (GitHub Copilot, Windsurf/Cascade) to enhance productivity and code quality while honing skills in framing complex problems, LLM prompting, and evaluating AI-generated code

Senior Member of Technical Staff
May 2017 - December 2022 (5 years 8 months)
Austin, Texas

In my early days at athenahealth, I contributed to the following products/services:
• Universal Patient Experience - A Unified mobile-first frontend patient portal for paying bills across practices
• Care Management as a Service (CMaaS) - coordinated healthcare services designed to help patients with chronic conditions
• Patient Portal Modernization - a large scale effort to replace portions of athenahealth's monolith with React micro-frontends

Sapling Learning
Technical Lead
September 2015 - February 2017 (1 year 6 months)
Austin, Tx

• Implemented new features and bug fixes in Sapling Learning's flagship online homework product
• Maintained and improved RESTful APIs in Node.js
• Virtualized development environment using Vagrant/VBox
• Performed static code analysis and remediated security flaws using Veracode
• Refactored aging UX to meet a11y standards

Kickfurther
Web Development / DevOps Consultant
2015 - 2015 (less than a year)
Austin, Texas Area

• PHP/MySQL development using Laravel framework
• Designed and provisioned cloud infrastructure in AWS
• Created automated deployment workflows using Git, Ansible, Composer, Jenkins, and AWS

BancVue
Senior Software Engineer
2014 - 2015 (1 year)
Austin, Tx

• Leveraged Test Driven Development to ensure bullet-proof code in banking applications
• Implemented new features and bug fixes to internal tools, service endpoints, and client-facing applications written in PHP, Google Closure, jQuery, and Flash
• Participated in Agile/Scrum/Kanban methodologies including story estimation, sprint planning, stand-ups, paired programming, and retrospectives

American Achievement Corporaton
Technical Lead / eCommerce Software Engineer
2010 - 2014 (4 years)
Austin, Tx

• Mentored other developers during onboarding, guidance on best practices, & code reviews

• Implemented and managed bi-weekly code/data deployments using Git, Jenkins, and AWS
• Served as technical liaison for projects outsourced to vendors in India
• Tuned performance of Apache/MySQL increasing online traffic capacity
• Collaborated with POs to translate nebulous business requirements into documented technical specs
• Participated in Agile/Scrum methodologies including story estimation, sprint planning, stand-ups, paired programming, and retrospectives
• Screened & recommended candidates for new QA, developer, and management positions

Interactive Life Forms
eCommerce Architect
2006 - 2009 (3 years)
Austin, Tx

• Integrated NETbilling, USAePay, and PayPal gateways into e-commerce framework
• Developed UI for translating product catalog to German, Hebrew, and Spanish
• Supported issues dealing with merchant bank and payment gateways
• Localized currency and price data for other countries
• Researched debit card processing solutions in the EU
• Monitored sales funnels, conversion rates, and other metrics in Google Analytics determining the most effective UX improvements

Technology used: PHP, HTML/JavaScript/CSS, AJAX, Prototype, XML, MySQL, Apache, SVN

College of Communication, UT Austin
Systems Analyst
2003 - 2006 (3 years)
Austin, Texas

• Designed and implemented specialized web apps to fulfill instructional technology needs
• Managed and customized various open source tools for faculty
• Created SDK for integrating UT's EID auth system into other PHP applications
• Collaborated with clients to create project scope documents
• Trained students, faculty, and staff on use of hardware and software applications

Technology used: PHP, HTML/JavaScript/CSS, MySQL, Apache

Community TechKnowledge
Sr. R&D Developer
2002 - 2003 (1 year)
Austin, Texas

• Developed Section 508 compliant SaaS solution empowering non-profit organizations to easily capture client/volunteer data, perform case management, and measure impact
• Optimized web UIs for screen readers used by the visually impaired
• Increased knowledge of internet accessibility through Knowbility's OpenAIR hackathon

Technology used: PHP, HTML/JavaScript/CSS, MySQL, MS Access, Apache, Linux, CVS, JAWS

Database City
Team Lead / Developer
2000 - 2002 (2 years)

• Designed and implemented windows and web-based apps, from requirements gathering to QA, production, and maintenance
• Integrated eCommerce sites with online payment processors
• Drafted project proposals and time estimates
• Evangelized good design and standardized coding practices
• Implemented OOSE software development methodology
• Created internal web-based(dhtml/vbscript) project hours tracking system

Technology used: VB, ADO, ASP/VBScript, HTML/JavaScript/CSS, MS SQL Server, MS Access, MS Source Safe

Netropolis Communications
Lead Programmer / Webmaster
1999 - 2000 (1 year)

• Designed and implemented web applications, from initial spec phase to QA, release, and maintenance
• Administered IIS and MS SQL servers
• Developed modular shopping cart and back end administration tool for e-commerce websites
• Integrated e-commerce sites with online payment processors

• Developed components for securing webpages
• Created internal web-based project hours tracking system

Technology used: ASP/VBScript, HTML/JavaScript/CSS, MS SQL Server, MS Access, MS Source Safe

Maxserv / Sears Home Central
App I Developer
1997 - 1999 (2 years)

• Developed GUI front ends for call center applications using Visual Basic
• Performed and improved IT dept's daily build process which involved compiling/building several client & server applications written in Visual C++ and Visual Basic
• Created benchmark/testing tools using Visual Basic
• Worked with other developers in a large team oriented environment
• Maintained support DLLs written in C++

Technology used: VB, Visual C++, Informix, Oracle, ODBC, PVCS

Steton Technology Group
Lead Software Engineer
1996 - 1997 (1 year)

• Promoted to lead developer and project manager for main client
• Maintained/improved GUI front ends for vehicle inventory management and reporting tools
• Handled routine purchasing of hardware/software from major distributors (ie. Apple, Ingram Micro)
• Made recommendations for new development tools and hardware
• Traveled out of state to deploy PCs/PDAs and train users on-site
• Maintained relationships with and provided tech support for clients across the U.S.
• Created knowledge base in Lotus Notes and contributed articles detailing tech support issues/resolutions and procedure documentation
• Maintained Apple Newton MessagePad applications written in NewtonScript
• Maintained support DLLs written in C++
• Created task/hours reporting application using Lotus Notes

Technology used: VB, MSAccess, Crystal Reports, MS Visual C++, SQL, NewtonScript, Lotus Notes

Education

reacttraining.com
React Fundamentals + Advanced React · (2017 - 2017)

Landmark Worldwide
· (2008 - 2015)

Houston Community College
Psychology, Trigonometry, American History, Writing · (1995 - 1996)