JEFF CHEN

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💼 EXPERIENCE

Ladder Life — *Engineering Manager*　　　　　　　　Feb 2019 - present

- Managed a group of engineers across Ladder: mentored and set career goals, gave continuous feedback, ran performance reviews, and advocated to leadership on their behalf
- Set technical direction on one of Ladder's product teams by writing tech specs, scoping projects, and reviewing code
- Ran Ladder's SWE recruiting program: wrote job description, interviewed candidates, made hiring decisions, and closed offers

Ladder Life — *Head of Security and Infrastructure*　　　　　　May 2018 - present

- Responsible for overall security posture, including risk management, employee training, and proactive and reactive responses to possible threats
- Directed infrastructure roadmap, including performance, metrics & alerting, and stability
- Collaborated with legal to build a comprehensive infosec program complying with life insurance regulations in all 50 states
- Negotiated contracts and managed relationships with IT and engineering third parties

Ladder Life — *Software Engineer*　　　　　　　　Nov 2017 - May 2018

- Enabled real-time metrics by reducing ETL latency from 24 hours to under 10 seconds
- Designed new CI/CD workflow to speed up developer productivity and reduce deployment risk
- Set up autoscaling infrastructure to handle traffic spikes of up to 20x baseline

Blend Labs — *Software Engineer*　　　　　　　　Jul 2016 - Nov 2017

- Enabled third-party "App Store" by supporting external data stores in the data model
- Directly impacted customer signing by developing several API endpoints and by improving platform performance by over 50%
- Dramatically increased release and developer velocity by automating regression tests and enforcing API contracts across microservices

National Security Agency — *Stokes Scholar*　　　　　　Jun 2012 - Apr 2016

- Implemented Linux IMA in Android devices using the embedded TrustZone secure environment for trusted boots
- Developed CNE operations tool for collection of computer-to-computer communications
- Wrote utilities for lightweight heuristic-based malware detection

Carnegie Mellon University — *B.S. Computer Science*　　　　Aug 2012 - May 2016

⚑ SKILLS

Languages	Clojure(script) • Javascript/Typescript • Python • C++ • C • Swift • Java
Technologies	Kubernetes • Docker • AWS • Terraform • Datomic • Kafka • Packer • BUCK • Git • Cryptosystem design
Web	React • GraphQL • LESS/SASS/CSS • MEAN • Webpack • Selenium