

James Wong

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EXPERIENCE

Senior Software Engineer

September 2022 - October 2024

Stash

New York, New York

- Redesigned an event-driven subscription management and billing service that actively supports over 3M new users, improving scalability for timely collection of ~\$10M in subscription revenue per month
- Led efforts to establish fee collection metric observability and ensure data integrity using Datadog and SQL, facilitating team workshops for seamless implementation
- Produced technical planning documentation for an alternative collection method for payments through bank transfers, collecting an additional \$2K in fees per month and reducing failure fees by half
- Consolidated multiple charging strategies into an adaptable strategy and automated the maintenance of payment links to ensure healthy connections, increasing revenue by ~\$1.5M per month
- Overhauled long-standing invoice queries for charge reattempts, resulting in a 40% reduction in runtime
- Acted as the subscriptions subject matter expert for multiple teams, providing guidance and pair programming with new engineers throughout onboarding and new projects

Software Engineer

August 2019 - September 2022

Stash

New York, New York

- Introduced an invoicing system to enhance visibility in fee collection processes, effectively managing over 4M invoices monthly
- Collaborated with cross-functional teams across the company to develop strategies for A/B testing Next Step recommendations to drive user engagement
- Built a full stack solution for the subscription reactivation flow using React/Redux and Ruby on Rails that has since reestablished over 10K users
- Implemented charging strategies in the legacy subscriptions service to improve collection rate by 10%
- Refactored guidance and gamification systems using data normalization and N+1 query optimization

Software Engineering Intern

June 2018 - August 2018

JPMorgan Chase & Co.

New York, New York

- Worked with a team of three to integrate processed configuration files into a global monitoring tool to be used by several entities within JPMorgan Chase & Co. for a high level overview of the trading environment
- Revamped existing REST API endpoints to provide electronic trading information and reduce database insertion times using Spring MVC

EDUCATION

Macaulay Honors College, The City College of New York

June 2019

Bachelor of Science, Computer Science

PROJECTS

Youtube Auto Quality *Javascript*

October 2021

- Published an open source Chrome extension for selecting a preferred video resolution on Youtube as a consistent alternative to the native auto quality feature, with over 350 installs

Better Business Buddy, NS Hackathon F17 *React, Flask, Yelp API*

November 2017

- Led a team of four to design a web app to guide budding entrepreneurs in the restaurant industry by providing researched cost/credit estimates and potential competitors
- Received JPMorgan Chase & Co.'s award for the Best Hack for Empowering Minority Entrepreneurs

GIFRadio, HackNY F17 *Node.js, Express.js, GIPHY API*

October 2017

- Developed a wordless Spotify recommendation web app in a team of three, which provides an API that serves a random list of GIFs as possible search queries to generate a playlist

TECHNICAL SKILLS

Programming Languages: Ruby, Python, JavaScript, Java, C++

Technologies: Ruby On Rails, PostgreSQL, AWS (ECS, S3), Datadog, Looker, NewRelic, React/Redux, Flask, Git