



Jason Cahela

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Experience



Pando
1 yr 8 mo

● **Consulting Software Engineer**
Jul 2023 - Mar 2024 · 9 mos

Pando is a startup which provides a SaaS progression tool to continually track and measure employee impact and growth, combining competency-based feedback, assessments and goals. I worked as a fullstack developer on this application.

- Consulting Software Engineer specializing in **Quality Assurance**, **Bug fixing**, and **Code Review**, at a **pre-Series A** startup
- Discovered new bugs within the application while **decreasing the overall bug backlog** by **13%**
- Identified and corrected a **critical file upload bug** that jeopardized data integrity of all customers, which was undetected in the system for **6 months**
- Implemented **QA document resources** which centralized feature behavior testing, resulting in faster and more thorough QA testing of new features

● **Full Stack Software Engineer**
Mar 2022 - Jan 2023 · 11 mos

- Developed a **B2B HR application** in collaboration with a **remote dev team**
- Delivered an **employee uplevel feature** with a **Vue/PostCSS** frontend and **SQL/PostgreSQL** backend, allowing users to request and approve uplevel requests for employees, which was integral in the signup of a key client, **increasing ARR by \$8K**
- Implemented type checking and improved error detection by converting frontend components to **TypeScript**
- Increased internal team knowledge by **writing documentation** on engineering processes, such as how to set up in-app email and notification triggers in the codebase, eliminating research time for **all future** email/notification features
- Maintained **code quality** and unblocked teammates through **regular code review**, reducing the amount of **bugs** pushed to production and the average time to merge from **~2 days** down to **< 24 hours**
- Integrated the support chat **Intercom** into the codebase and **developed the Support Engineer process**, which allowed the eng and CS teams to receive and resolve **an additional 20+ bug reports/support requests** per week



Technical Support Specialist
Omnictracs
Jun 2018 - May 2021 · 3 yrs

Omnictracs is a mid-sized trucking telematics company which provides a complete fleet management software platform to ~15,000 transport and logistics companies.

- As a Tier 1 technical support specialist, I identified, verified, and communicated **real-time customer impact** during **mission-critical technical outages** between Tier 2 engineering, Network Operations, and enterprise customers, solved technical issues, and improved customer experience by developing a dedicated email ticketing team, which resulted in a **34% increase** in email-opened tech support tickets among clients and a decrease in turnaround time for email ticketing from an average of **4 days** to **~4 hours**

Skills Vue, React, Next, JavaScript, TypeScript, Python, ORMs, Express, Sequelize, SQL, PostgreSQL, AWS, Node, Git, PostCSS, APIs

Projects

[Discourse](#)

A true to form clone of the popular chat application Discord, including Servers, Channels, Messages, and Friends features

- Engineered a single-page application of the chat app Discord with **React** and **Redux** for the frontend and **Sequelize** and **PostgreSQL** for the backend
- Utilized **Websocket API** to allow real-time chatting and friend requests
- Implemented **server-side validation** for user input via custom **Express** validators to handle user input

Education

Full Stack Web Development, App Academy, San Francisco, CA Jun 2021 - Dec 2021

B.A. Psychology - Cum Laude Honors, University of Hawaii at Manoa, Honolulu, HI Graduated: 2015