Jeffrey **Chuc**

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Experience

ASAPP   *San Francisco, CA*
LEAD SOFTWARE ENGINEER   *November 2021 – February 2024*
- Spearheaded the design, development, and deployment of ASAPP's Audio Stitcher archiving platform using Apache Spark, significantly enhancing live phone call data archiving efficiency for ASAPP's AI voice model training.
- Championed the implementation and oversight of a Kubernetes event monitoring microservice, ensuring seamless event tracking and integration with ASAPP's Infrabus service via Protobuf.
- Directed the development and deployment of ASAPP's FileExporter service, enabling comprehensive data access for ASAPP customers through an Apigee API gateway.
- Implemented and deployed custom Apache Airflow pipeline for training and benchmarking a Privacy-threshold filtering model used for redaction of ASAPP's customer data.
- Developed Terraform modules that reduced the time to launch new AWS infrastructure for existing and new services.
- Enhanced continuous integration and delivery processes by developing and maintaining Jenkins CI/CD pipelines.

SENIOR SOFTWARE ENGINEER   *November 2019 – November 2021*
- Designed, tested, and implemented in production bespoke Apache Airflow operators for importing customer CSV data into Amazon Redshift.
- Led a team of three engineers in a collaborative effort to document and deploy the entire ASAPP Desk suite for JetBlue, ensuring smooth integration complete functionality.
- Responsible for updating, maintaining, and deploying internal ASAPP Agent authorization service.
- Conducted comprehensive interviews for cross-team candidate evaluations, contributing to strategic hiring initiatives.

SOFTWARE ENGINEER   *March 2018 – November 2019*
- Led development of the Customer History feature that allowed agents to browse past chat history. Maintained both the frontend display components of the feature and the backend elasticsearch conversation indexer.
- Devised and implemented a JSX Serialization flow, optimizing the display of customer information on ASAPP's Agent Desk platform.

Transcriptic   *Menlo Park, CA*
APPLICATION SCIENTIST   *March 2017 – August 2017*
- Designed, coded, and deployed internal Autoprotocol python testing protocols for R&D Systems Duoset ELISAs.
- Responsible for debugging hardware and codebase issues for developed protocols.
- Wrote, tested, and deployed internal production Python libraries to assist with calculating ELISA sigmoidal standard curves.

GeneWEAVE Biosciences, a Division of Roche Molecular Systems, Inc   *Los Gatos, CA*
SCIENTIST I   *June 2013 – February 2017*
- Lead MRSA test development on the Hamiltion Star Automation platform. Coded, tested, and deployed 12-hour uninterrupted automation script for MRSA Assay. Reduced required manpower for processing 768 samples by 66%.
- Managed and supported data collection and processing scripts written in Python for various generated data formats.
- Designed and conducted analytical studies for the vivoDx MRSA assay including inclusivity and exogenous substance interference in preparation for a FDA 510K submission.

Skills

Programming Languages: Python, Go (golang), TypeScript, Scala
Frameworks and Tools: Docker, Kubernetes, git, DataDog, Grafana, Apache Airflow

Awards

January 2018	**Best Social Impact Hack**, Placed first at the Hackathon to Solve Homelessness in S.F Bay Area! We created Link which allows users without smart phones or web browsing capabilities to search for available resources including shelter, food, and medical care near them through text messaging.	*100Hacks*

Education

University of California, Santa Cruz   *Santa Cruz, CA*
BA, BIOLOGY   *June 2013*