Jacob Funke

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EXPERIENCE

WELL Health

Senior Backend Engineer — April 2022 – Present
Backend Engineer — January 2019 – April 2022

Development for B2B healthcare communications platform enabling bidirectional texting, phone, and email messaging between healthcare providers and patients

- Communications team technical lead, with focus on staff/patient portals and message delivery pipeline
  - Led tech talks within the organization to share product knowledge and system architecture
  - Spearheaded interview process overhaul, developing new process to create and vet interview problems
  - Process improvements - asynchronous backlog refinement reduced meetings from 90 to 10 minutes
- Backend development using TypeScript, NestJS, hosted on AWS ECS, MongoDB, and PostgreSQL
- Major projects include technical planning and development of:
  - Live Chat - widget for patients to anonymously communicate with hospital staff
    - Designed and developed independently from inherited MVP prototype, implemented rate-limiting and tightened security on public-facing APIs
  - Smart Phrase Engine - new microservice for dynamic text replacement in outbound messaging
    - Led design and implementation with team of 4 backend developers, refactored into NestJS
  - Extended Language Support - extend application language support from 18 to 109 written languages
    - Rolled out to 10+ regional hospitals with high populations of non-English speaking patients
    - Implementation of feature sanitized and normalized patient language preferences through entire application, enabling future extension of translation-supported features

Red Ampersand Inc.

Full Stack Engineer — November 2017 – January 2019

Feature development for the screenwriting talent discovery and competition hosting SaaS application Coverfly

- Frontend development using HTML, CSS, Laravel Blade, PHP, Bootstrap, JavaScript, and jQuery
- Backend development using PHP, Laravel, and MySQL, hosted on AWS EC2 and RDS
- Independently conceived, pitched, planned, and implemented product upgrades including:
  - Writer Profile - Personalized page for screenwriters to showcase achievements and share scripts
  - Industry Dashboard - Invite-only film industry facing site to discover top-rated scripts on Coverfly

Telescope Inc.

Technical Operations Engineer — July 2016 – November 2017

API engineer and technical lead for television-specific social media fan-vote applications with millions of users

- Designed and built APIs to handle high volumes of user votes submitted via API calls and social media
  - Projects included ABC's Dancing with the Stars, NBC's America's Got Talent, iHeartRadio Music Awards
- Comprehensive testing and debugging of API performance, behavior, and reliability
- Scaled, monitored, and triaged live-on-television vote events on distributed AWS EC2 environment

SAS Institute

Systems Support Engineer — February 2015 – June 2016

- Designed, built, and maintained team website/CMS to organize departmental resources
- Collaborated with dev team on development of hotfixes and patches to triage issues raised by customers
- Directly assisted customers and application engineers with SAS installation and deployment issues

Renesas Electronics America

Embedded Software Engineer — September 2013 – March 2014

- Ported firmware code between CubeSuite+ and IAR Compilers for the RL78/L13 Capacitive Touch board
- Created application code examples and supporting documentation (C/C++)
- Developed product demonstrations exhibiting low power capabilities of Renesas microcontrollers

EDUCATION

North Carolina State University, May 2013
BS in Computer Engineering, BS in Electrical Engineering, Magna Cum Laude

SKILLS

TypeScript, JavaScript, Python, PHP, Node.js, NestJS, Laravel, jQuery, HTML, CSS, PostgreSQL, MongoDB, Elasticsearch, Redis, Docker, Ansible, Jenkins, Git, GNU/Linux