

# Caitlin Ma - Software Engineer

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## SUMMARY

Full-stack Software Engineer with over 3+ years of experience in both front-end and backend development. Proficient in technologies such as Typescript, Javascript, React, and Node.js. Passionate about building efficient and innovative solutions in collaborative environments.

**Languages:** Javascript, Typescript, Ruby, Python, SQL, HTML, CSS

**Frameworks and Technologies:** React, Express, Next.js, Nest.js, Redux, Ruby on Rails, Jest, AWS, PostgreSQL, Figma, Jira, Github, Redis, Docker

## Software Engineer - Patra Co.

**Mar. 2023 - Present**

- Founding developer on Patra's first SaaS product, building both the frontend and backend systems for a sophisticated, AI-powered policy comparison application in the insurance and financial services sector. Developed front-end and back-end systems using Next.js(React) and Nest.js, enabling seamless data flow and system reliability. Accelerated future feature delivery by designing reusable, modular components and scalable API architecture.
- Instrumental in the development of the application's Agency Management system to enable self-service client onboarding and user management.
  - Collaborated on designing and implementing a robust database schema and Nest.js API endpoints support dynamic roles and permissions across multiple user types.
  - Devised and executed database migrations to establish and manage permission structures.
  - Developed a multi-step UI flow to handle the order of operations for agency creation, user assignment, impersonation, and role-based access control.
  - Optimized endpoint interactions through a centralized UI hook to ensure consistency across the entire onboarding flow.
  - Enabled the application to support self-service onboarding for the first time, reducing onboarding time by 40% and decreasing manual setup efforts by internal teams. This directly contributed to a 25% increase in sales velocity and helped acquire 10+ new clients within the first quarter of launch
- Drove the end-to-end development of a strategic service expansion in collaboration with cross-functional teams, ensuring business alignment through close stakeholder engagement.
  - Played a key role in designing and implementing complex parent-child relationships that were previously unsupported in the

application by updating the API, database, and UI to support deeply nested structures, and mapping AI-extracted data into a normalized relational schema using one-to-many field and field value relationships.

- Enhanced the frontend to handle this nested data by building reusable components, implementing field-level validations, and managing saving, updating, and deletion of hierarchical inputs.
- Developed custom logic to support side-by-side policy comparisons and dynamic submission states based on user input.
- This expansion significantly increased business value by enabling support for more complex lines of business, providing a compelling solution for clients with advanced workflows. This contributed to a 25% increase in enterprise client adoption and unlocking a projected \$1M in pipeline value.
- Championed engineering best practices by enforcing clean architecture principles, test coverage, and scalable patterns.
- Took full ownership of features from design through development, testing, and deployment, regularly releasing production-ready code independently.
- Regularly demoed complex feature work for internal tech talks, stakeholder presentations, and developer meetings—clearly communicating architectural decisions, technical tradeoffs, and implementation details to drive alignment and cross-functional understanding.

## **Web Developer - Freelance**

**Feb. 2021 - Mar. 2023**

- Improved SEO performance and load times by auditing client sites and implementing lazy loading, async script strategies, and optimized image formats (WebP), leading to 30–50% faster first paint times.
- Enhanced client dashboard security and user experience by integrating AWS Cognito, streamlining authentication for thousands of users. Managed complex user auth flows, including multi-factor authentication, resulting in increased security and a 30% reduction in support requests related to login issues.
- Built fully responsive and accessible websites using semantic HTML, modern CSS frameworks (Tailwind, Bootstrap), and media queries to ensure consistent cross-browser compatibility across devices. This resulted in improved user engagement and broader audience reach, including users relying on assistive technologies. Leveraged innovative techniques like utility-first CSS and tackled challenges such as keyboard navigation support and screen reader compatibility to ensure an inclusive user experience.

## Education and Training

**Certificate of Completion, Software Engineering**

**Flatiron School** - New York, NY

**Bachelor of Arts, Mathematics**

**SUNY Purchase** - Purchase, NY

References available upon request