

Cover Letter: Senior Software Engineer, AI Agents

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Hi Affirm team,

I'm applying for the Senior Software Engineer role on the AI Agents team. When I read "orchestrating systems within Affirm to continuously find solutions for customers," I realized this is exactly what I've been building at Walmart - just not with AI agents yet.

What I've been doing:

For the past 4 years, I've built platforms that orchestrate multiple systems to solve problems. My Team Portal coordinates 10+ internal systems: data access, job scheduling, secrets, deployments. Users state their intent, the platform figures out execution - exactly the AI agent pattern. It reduced time-to-production by 60%.

I also built an Event Automation platform that orchestrates multi-region deployments. It takes high-level intent ("deploy to production"), coordinates all the necessary steps across different systems, and provides real-time feedback. This is the same orchestration challenge AI agents face - just with code instead of conversation.

But here's what makes me excited about this role: I'm a top 2% Cursor AI user globally. I've been pioneering AI-assisted development at Walmart, integrating LLM APIs into our internal tooling, and teaching my team how to use AI effectively. I've seen firsthand how AI can transform workflows. Now I want to build AI agents that do this for customers, not just engineers.

Why this role fits:

The newly formed team taking on big unknowns - this is where I thrive. At Walmart, I've launched systems with vague requirements, figured out what to build through prototyping and iteration, and delivered production systems that now handle millions of requests daily. I take ownership when the path isn't clear yet.

The technical stack aligns well: Python, AWS, Kubernetes, React. I've built backend systems at scale with these technologies. My Account Risk API serves millions of requests with sub-50ms latency. My data pipelines process millions of events per second. I know how to build reliable systems.

The customer service angle is compelling. I've built platforms where internal engineers are my customers - I understand how to abstract complexity and create interfaces that solve problems simply. With AI agents, the customer is external, but the principle is the same: orchestrate complexity behind a simple conversational interface.

What I bring beyond coding:

I've been doing senior/staff-level work at Walmart: leading technical strategy, mentoring 8 engineers, running design reviews, driving cross-functional initiatives. I can lead engineers through ambiguity and ensure everyone is supported through delivery.

I care about quality and ownership. All my systems run at 99.99% uptime because I build monitoring, write runbooks, and design for failure. I've established code review standards and advocated for them across teams. I lead by example.

I communicate well across functions. I've partnered with product, security, and platform teams to deliver initiatives that span organizations. I can articulate technical constraints and help make decisions that balance risks and trade-offs.

What I want to learn:

I've integrated LLMs into tools, but I haven't built full conversational AI agents. I want to learn how to design conversation flows, handle context across turns, manage fallbacks when the AI doesn't understand, and measure success for conversational interfaces.

I haven't worked in fintech or the "buy now, pay later" space. I want to understand Affirm's customer challenges and how AI agents can genuinely help them, not just automate for automation's sake.

I want to learn from your AI agent vendor partner - what works at scale for omnichannel conversations, how to handle edge cases, how to continuously improve the experience.

Why Affirm?

The mission of making credit more honest and friendly resonates. Financial services often feel opaque and adversarial. If AI agents can make customers feel heard and help them find solutions, that's genuinely valuable work.

The remote-first culture is important to me. I've been remote at Walmart and I'm productive when trusted with flexibility.

The newly formed team is exciting. I want to be there at the beginning, helping define what this becomes, not just executing someone else's vision.

Ready to contribute:

I bring system orchestration expertise, AI adoption experience, and leadership in ambiguous environments. I'm not an AI researcher, but I'm an engineer who knows how to integrate AI into production systems and orchestrate complexity to solve customer problems.

I'd like to talk more about how my platform engineering background and AI experience can help Affirm build world-class AI agents.

Thanks for considering my application.

Hao Wang

P.S. I'm looking for remote work in the \$210K-\$240K range (CA/WA/NY/NJ/CT tier), which aligns with your top of range. Open to equity as well.