## Contact

www.linkedin.com/in/
jessicachiangsd (LinkedIn)
shallwelearn.com (Other)
www.youtube.com/user/kookoodoll
(Other)

## Top Skills

Public Speaking

Teacher Training

Kubernetes

## Languages

Taiwanese (Native or Bilingual)

Mandarin (繁體中文) (Native or
Bilingual)

Spanish (Limited Working)

## Certifications

Supervised Machine Learning:
Regression and Classification

## Publications

Shall We Learn Scratch
Programming: E for Everyone

Scratch 2.0 Game Development
Hotshot

# Jessica Chiang

Engineering @ AirBnb
San Diego, California, United States

## Summary

Experienced full stack software engineer and tech lead who is
passionate about her craft at solving complex and large problems
with the best technical and business solutions, and a firm believer in
owning the product end-to-end, while building an effective team to
reach the goal together.

Specialties: cloud (AWS), Java, test-driven development, domain-
centric design, distributed system, networking, programming, agile
software development, and tactical network

## Experience

### Airbnb
Full Stack Software Engineer - AirCover
June 2024 - Present (8 months)

As Tech Lead for the Insurance Operational Tooling team, I design scalable
solutions to streamline operations and ensure compliance. I lead engineers in
developing tools that enhance efficiency and support data-driven decisions,
collaborating with stakeholders to align systems with business goals. I
also mentor team members and drive technical excellence throughout the
development lifecycle.

### NAX Group
Tech Lead / Full Stack AI Software Engineer
July 2023 - June 2024 (1 year)

As a Staff Software Engineer and an AI full stack engineer on the AI/ML SaaS
Platform team, I work with cross-functional teams such as products, data
scientists, machine learning engineers, data engineering teams, and NAX's
stellar platform team to build a state-of-the-art data-driven, AI-powered, and
intuitive SaaS solution to discover venture opportunities, which then could be
integrated with NAX's next-generation venture creation toolchain.

### PlayStation

8 years 5 months

## Staff Software Engineer and Tech Lead on Subscriptions Service Team
March 2019 - July 2023 (4 years 5 months)
San Diego, California, United States

* Led the Subscriptions Services team to build the next-gen PlayStation Subscriptions Platform.
* Collaborated with cross-functional teams (Commerce, Network, User Experience, ML Decision Platforms) and external vendors.
* Owned end-to-end product development for business-critical features.
* Mentored team members to foster growth and skill development.

## Senior Software Engineer on Identity Team
March 2015 - March 2019 (4 years 1 month)
Greater San Diego Area

* Designed and implemented the Authentication/Authorization Service, supporting 100M+ PlayStation Network users.
* Drove test-driven development, security-focused design, CI/CD pipelines, and automated testing.
* Partnered with Product, Architects, Engineering, and Operations to enhance platform quality.
* Integrated with ML-based Fraud Decision Platform for Risk-Based Authentication.

## National Society of Black Engineers
STEM Curriculum Developer and Mentor Instructor
March 2016 - August 2019 (3 years 6 months)
United States

While collaborating with the STEM team, I've developed a computer science curriculum and a cybersecurity training curriculum, as well as provided on-site mentor and coordinator training for the NSBE Summer Engineering Experience for Kids (SEEK) team.

## Northrop Grumman
4 years 11 months

## Senior Software Engineer 4 BACN, Tech Lead
April 2014 - March 2015 (1 year)
greater san diego area

* Led a team of 15–20 engineers to deliver Battlefield Airborne Communications Node (BACN) 3.0.
* Designed and integrated the Link/Network Control System (LNCS), enabling air-to-air and air-to-ground network link management.

* Contributed to system integration and software architecture design.

## BACN BLOS C2 Architect and Team Lead
July 2012 - April 2014 (1 year 10 months)
Greater San Diego Area

* Directed a team to develop and test software for BACN Beyond Line-Of-Sight Command and Control (BLOS C2).
* Integrated L3 MR-TCDL equipment and Rockwell Collins TTNT terminals into the BACN system.
* Oversaw architecture design, resource allocation, task planning, and cross-team collaboration.

## Senior Software Engineer 3
May 2010 - June 2012 (2 years 2 months)
Greater San Diego Area

* Developed and integrated the software subsystem for Mobile Gateway Entry Point (MGEP), a mobile communication node.
* Supported VOIP integration among radios, Cisco phones, and smart devices, as well as customer demos and presentations.

## Decision Sciences Corporation
Senior Software Engineer
December 2007 - April 2009 (1 year 5 months)

Worked with multi-functional teams include software engineers, physicists, mechanical engineers on a nuclear weapon and dirty bomb detection solution called Guardian MT(Muon Tomography). Guardian MT was started by Los Alamos National Laboratory physicists and is based on High Energy Physics concepts and tools developed at CERN.

## SPAWAR
4 years 11 months

Java Software Engineer and System Engineer
June 2006 - December 2007 (1 year 7 months)

Designed and developed a full stack web-based network monitoring application that monitors and visualizes Quality-of-Service information from layer 3 network devices, such as routers and switches.

Computer Scientist - New Professional Program
February 2003 - May 2006 (3 years 4 months)
San Diego, California, United States

While on the RF Communicator project, designed, developed, tested, and maintained the customized Linux Kernel that supports the NATO HF Wireless Network Stack, which includes the customized RF, MAC, IP, and TCP layers. It provides and optimized TCP and IP connectivity over RF networks such as HF and UHF.

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## Education

**UC San Diego**
Master's degree, Computer Science

**UC San Diego**
Bachelor's degree, Computer Science