

JEN CHAN

Software Developer | Technical Leadership | Web Technologies | Problem Solver

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SUMMARY

A software developer and technical leader with 8 years of experience across UX and product engineering, and a decade of contribution to open source and online communities. I've worked on zero to 1 and legacy software modernization efforts across health, finance, insurance, legal, and responsible gambling domains. Having worked on teams from early stage startups of 3 to organizations with 3000 engineers to deliver milestones on time and on budget, I'm attuned to developer pain points and delivery friction. In the next chapter of my career, I've found my calling in improving the experience of building software through developer enablement, tooling, SDK and automation work.

RELEVANT EXPERIENCE

Software Engineer

Rivalry

10/2023 - 04/2025 Toronto, Canada

Betting platform with ~150,000 daily active users across 4 regions

- Increased casino delivery by 18% and expanded games launched from 20 to 400+, contributing to 50% of 2024 revenue at Rivalry within first 90 days
- Debut testing strategy across team of 20 developers; tests written on 60% of new work by end of year
- Integrated white label sportsbook that reduced need for 5 FTE
- Revamped homepage experience with configurable regional content from Strapi to increase conversion by >40%
- Migrated legacy casino and registration experiences to Vue 3 / Nuxt 3 with Laravel, web sockets and Cloudflare workers while maintaining regulatory features

Lead Software Engineer

Thomson Reuters

08/2022 - 10/2023 Toronto, Canada

Enterprise legal publishing and tax software

- Drove adoption of a design system, scaling from MVP to 20 products in 2 quarters, by leading 12-30 contributors to release updates biweekly.
- Maintain a web components library consumed by Angular 1-16 and React 16-18 projects while championing web vitals performance and WCAG 2.1 accessibility compliance.
- Increased developer capacity by onboarding 5 engineers in 2 time zones.
- Accelerate delivery velocity from quarterly to biweekly through repository migration, automation of Figma-to-GitHub style exports, and deployment of automated releases to 3 repos.

Software Engineer L2

Rangle.io

2021 - 2022 Toronto, Canada

Agile Transformation Consultancy

- Retained 2 key clients worth ~\$300,000 revenue by implementing and advising on scalable architectural solutions with design systems with Contentful
- Delivered competitive analysis on UI tooling and contributed to design system accelerator tool and CLI that accelerated delivery by 50%

KEY ACHIEVEMENTS



Implementation Leadership

Drove implementation and adoption of enterprise design system with web components for Angular and React products used by 250+ products today at Thomson Reuters



Drive Engineering Excellence

Evangelized test strategy at 3 workplaces to include automated testing, visual regression testing, developer acceptance testing and test plans to increase coverage by 30-80%.



Community Force Multiplier

Increased organizing capacity at a non-profit tech community of 12k combined members to be led by 6 organizers and 40 volunteers while kickstarting sponsorship and fundraising throughout pandemic at TorontoJS.

PRODUCTION EXPERIENCE

"Languages"

Typescript, JavaScript, YAML, HTML, CSS, markdown, PHP, Python 3

Front end

Nuxt, Vue, React, Gatsby, Next.js, Angular, Web components, Sass, PostCSS, Lerna, nx, CSS-in-JS

Backend

Express, Laravel, SQL, Web sockets, Cloudflare Workers, JWT, Headless CMS, Contentful, Strapi, REST APIs, MySQL, Postgres, Knex.js, Drizzle, HAL, FHIR, Authorize.net, HTTP

CI/CD

GitHub Actions, AWS S3, Bitbucket pipelines, Artifactory, Azure Pipelines, GitLab CI, Heroku, Vercel

Testing

Vitest, Testing Library, Cypress, Playwright, Jest, Chromatic, TestCafe, Karma, Axe, pa11y, pest

RELEVANT EXPERIENCE

Solution and UX Developer

Smile Digital Health

📅 2019 - 2021 📍 Toronto

Interoperable Clinical Data Storage

- In a company that grew from 25 to 170+, I held regular onboarding sessions for 20+ coworkers.
- Facilitated UX workshops and design sprints with 12 stakeholders to go idea-to-MVP for a white label insurance portal in 1 quarter while reducing design revisions from 20 to 3.
- Delivered a style guide that served 2 white-label products.
- Influence purchase of Figma licenses for UX and development teams to enhance collaboration between design and development.
- Champion responsive web design, unit testing, legacy browser support (IE11), automated front end deployments with accessibility tests.

Software Engineer

CapIntel

📅 2019 📍 Toronto, Canada

B2B Software for Asset managers and Financial Advisors

- Led user research and prototype testing on a B2B fintech app that was piloted with 2K users.
- Built reusable high fidelity components, stock portfolios and internal user admin tools with React, Redux and Typescript.

Support Engineer

Routeware Fleet Management and Engagement Platform

📅 2017 - 2018 📍 Remote

White label waste management software for 300 municipalities

- I was the only support engineer on a team that grew from 25-50, providing phone, email and chat support for 300 municipal customers and their residents in 3+ time zones
- Troubleshooted, triaged and resolved 200+ tickets daily with canned responses, regular metric reports and automated Freshdesk ticket categorization

Front End Developer

Mirum

📅 10/2016 - 09/2017 📍 Toronto, Canada

Digital Marketing Consultancy

- Designed and developed email marketing campaigns for Getty Images and iStockPhoto for 8 regions and tested across 40 mail clients
- Performed sitemapping and researched WCAG specification for accessibility audits

PRODUCTION EXPERIENCE

Tooling and Monitoring

pnpm, yarn, Vite, Node, NPM, Rollup, Webpack, Git, Vim, DataDog, Sentry, LogRocket, Docker, ESLint, Esbuild, Docker Compose, Posthog, Lighthouse

VOLUNTEERING

Open Source Contributor

Organization Name

- [@calcom/cal.com](#), [Storybook](#), [@microsoft/fast](#), [@rangle/radius](#), [@curveball/a12n-server](#), [@curveball/a12n-server-admin](#)

Executive Director, Organizer

TorontoJS

📅 2019 - 2023

- Rolled out Code of Conduct and incident response plan
- Scaled to 40 volunteers and 4-6 community leaders and moderation team
- Restarted crowdfunding and sourced partnerships and sponsors from Sentry, DevCycle, Refactor conference, Google WomenTechMakers

EDUCATION

Continuing Ed: Computer Science Fundamentals

Toronto Metropolitan University

📅 2019

MFA, Art Video

Syracuse University

📅 2010 - 2013

BA, Communications Culture Information Technology

University of Toronto Mississauga

📅 2006 - 2010