

# JUSTIN CHEN

443-604-2058 | [chennickyjustin@gmail.com](mailto:chennickyjustin@gmail.com) | [linkedin.com/in/chen-justin](https://www.linkedin.com/in/chen-justin) | [github.com/chen-justin](https://github.com/chen-justin) | [www.chenjustin.com](http://www.chenjustin.com)

## PROFESSIONAL EXPERIENCE

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### Chewy

Boston, MA

Software Engineer II - Project 49

Oct 2022 - Present

- Collaborated in a small team of < 20 engineers to successfully launch first international expansion into Canada.
- Developed and maintained multiple services forked from the original code base.
- Immersed myself in areas normally supported by release, site reliability, and cloud engineering so that I could unblock myself when faced with an issue anywhere in the stack.
- Refined initial requirements and created a technical design document detailing strategy to migrate and adapt existing business processes to support Canadian launch.
- Coordinated with leadership to craft estimates of development and prioritized critical path to meet the project's goals and deadlines.
- Onboarded and oversaw two contractors brought on in the middle of the project and delegated appropriate sprint tasks. Planned and coordinated releases for features necessary for initial go-live.

Software Engineer II - Agent Experience Team

Feb 2021 - Oct 2022

- Modernized multiple legacy core business processes to adopt new CI/CD processes and adopt failover strategies across multiple regions. Upskilled myself in Jenkins, Terraform, and AWS services.
- Contributed to architecting and delivering OCR 2.0 - a rework of a core business process that handles inbound faxes from veterinarians. The deliverable increased processing speed of inbound faxes by 8x and simplified a complex multi-step process to a single process.
- Designed a React.JS application that integrated with Oracle Service Cloud CRM to manage prescription and authorizations. Implemented a solution that eventually reduced the average handle time of relevant interactions from an estimated average of 2.5 minutes to 40 seconds.
- Managed deployments for the Oracle Service Cloud Team; became a subject matter expert in the team's testing processes to validate and coordinate releases.

Software Engineer I - Agent Experience Team

Jun 2020 - Feb 2021

- Maintained business processes to support Customer Service Tech.
- Delivered "Dynamic Message Banners", a feature that integrated with Oracle Service Cloud to deliver broadcasts and announcements to customer service agents in real-time in an outlook-like interface.

### Johns Hopkins Applied Physics Laboratory

Laurel, MD

Software Engineering Intern

Jun 2019 - Aug 2019

- Created a responsive, interactive, and configurable dashboard to display complex health data.
- Used front-end technologies and libraries such as React.JS, Material-UI, and Plotly.JS; Backend used Java, Hibernate, and Spring.

## TECHNICAL SKILLS

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**Languages:** JavaScript, PHP, Java, Python, HTML 5, CSS

**Frameworks:** React, Node.js, Next.JS, Tailwind CSS, JUnit, Material-UI

**Developer Tools:** Git, Docker, Jenkins, VS Code, IntelliJ

**DevOps:** AWS, Terraform, Serverless, Jest, CI/CD, Cypress

## PROJECTS

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**2048** | *Swift, Firebase, Git*

- Built an iOS app derivative of 2048, a matching game to combine tiles in multiples of 2.
- Features generalized board sizes, along with traditional 4x4 board size, user login, persistent scores, and score leaderboards.

**Spyfall** | *React.JS, Typescript, Node.JS, Express.JS, Socket.IO*

- Created an online version of tabletop game, Spyfall, featuring rooms, invite codes, and custom locations.

## EDUCATION

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**University of Maryland**

College Park, MD

Bachelor of Science in Computer Science, Minor in Mathematics

Aug 2016 - May 2020

- GPA: 3.6/4.0