Justin Chen

443-604-2058 | chennickyjustin@gmail.com | linkedin.com/in/chen-justin | github.com/chen-justin | www.chenjustin.com

Progressional Experience

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 processeses 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

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

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

University of Maryland   College Park, MD
Bachelor of Science in Computer Science, Minor in Mathematics   *Aug 2016 – May 2020*
- GPA: 3.6/4.0