

Maya Chen

Software engineer, 6 years. San Francisco. Open to remote.
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Experience

Senior Software Engineer, Lumen Freight (logistics SaaS), 2024 to present

- Lead engineer on the shipment-tracker service (Go, PostgreSQL, Kafka): 14,000 active shipments, p95 latency cut from 410 ms to 95 ms by replacing per-request carrier polling with an event stream.
- Designed and shipped the rate-engine rewrite in TypeScript and Node, which handles 1,200 quotes per minute and removed a 30-second nightly recompute job.
- Own the on-call rotation for three services; wrote the incident runbooks the team still uses and cut mean time to resolve from 52 to 19 minutes over two quarters.
- Mentor two engineers; ran the hiring loop for backend roles in 2025 (31 interviews).
- Introduced contract tests between the carrier-gateway and 11 carrier APIs, which removed a class of production incidents entirely.

Software Engineer II, Brightline Health (telehealth), 2021 to 2024

- Built the patient scheduling frontend in React and TypeScript, used by 400 clinics; drove the accessibility work to WCAG 2.1 AA.
- Implemented HIPAA audit logging across the API layer (Python, Django, Postgres) and passed two external audits with no findings.
- Moved the service from a single VM to Kubernetes on AWS (EKS) with Terraform; deploys went from weekly to daily.
- Built the analytics pipeline in dbt and Snowflake that replaced hand-made spreadsheets for the clinical ops team.

Software Engineer, Fieldnote (early-stage startup, 12 people), 2019 to 2021

- One of three engineers. Shipped the iOS app in Swift and the API in Python and Flask.
- Set up CI with GitHub Actions and the first automated test suite (coverage from 0 to 70%).
- Talked to customers weekly and wrote the product specs for two major releases.

Skills

Go, TypeScript, JavaScript, Python, Swift (rusty), SQL
React, Node, Django, Flask, Kafka, PostgreSQL, Redis, Snowflake, dbt
AWS (EKS, RDS, S3, Lambda), Kubernetes, Terraform, Docker, GitHub Actions, Datadog
Incident response, on-call leadership, mentoring, technical interviewing

Education

B.S. Computer Science, University of Washington, 2019