

ALEX CHEN

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Summary

Senior software engineer with 7+ years of experience building backend and full-stack features for large-scale consumer commerce systems. Focused on reliable services, measurable impact on checkout and ordering flows, and strong collaboration with product and design.

1 Education

Top Public University

B.S. in Computer Science

USA

Sep 2010 – Jun 2014

2 Professional Experience

Global Consumer Tech Company – Software Development Engineer

Jul 2015 – Dec 2018

Seattle, WA

- Built and maintained Java- and Node.js-based services for core commerce flows including orders, payments, and inventory, integrating with multiple internal and third-party systems.
- Improved checkout latency by ~35% and reduced p95 errors by ~25% through API refactors, query optimization, and targeted caching of hot reads.
- Implemented idempotent order-creation and payment-capture endpoints to safely handle retries from web and mobile clients.
- Authored and evolved relational schemas for orders, line items, and refunds, collaborating with analytics on reporting requirements.
- Collaborated with product managers and designers to ship enhancements to the buyer experience, aligned with quarterly KPIs and experiment results.
- Increased test coverage on critical services with new unit, integration, and load tests, reducing incident regressions during peak events.

Global Consumer Tech Company – Senior Software Development Engineer

Jan 2019 – Jun 2022

Seattle, WA

- Led design and implementation of new services and features for buyer and checkout experiences, partnering closely with product, design, and analytics.
- Acted as tech lead for a cross-team initiative decomposing a legacy checkout module into smaller services with clear APIs and ownership.
- Drove performance and reliability improvements across multiple services, keeping checkout and ordering flows within strict p95 latency and error-budget SLOs.
- Collaborated with SRE to introduce dashboards, alerts, and runbooks for critical flows, improving mean time to detect and resolve incidents.
- Mentored junior engineers on code quality, testing, and production debugging, raising the engineering bar for the team.
- Coordinated with adjacent teams (Payments, Risk, Growth) on cross-service initiatives, on-call rotations, and incident response.

3 Skills

Languages: Java, TypeScript, JavaScript, SQL

Backend: Spring Boot, Node.js, REST APIs

Data: Relational Databases (PostgreSQL, MySQL), Caching

Cloud & DevOps: AWS, CI/CD, Monitoring & Alerting

Other: Distributed Systems, System Design, Agile/Scrum