

Jacob Funke

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EXPERIENCE

Artera / Well Health

Senior Software Engineer

April 2022 – Present

Software Engineer

January 2019 – April 2022

Played a key role in development and growth of a B2B healthcare communications platform enabling bidirectional texting, phone, and email messaging from healthcare providers to millions of patients

- Developed user-facing features in a startup that has grown from a team of 8 to over 80 developers
- Built end-to-end features using TypeScript, Node.js, Express, NestJS, React, with infrastructure services including PostgreSQL, MongoDB, Redis, Elasticsearch, S3, Kafka, and Kinesis
 - Integration of third-party services including Twilio and PubNub, and medical EHRs like Epic
 - Spearheaded the design and implementation of a microservice service framework in NestJS, establishing strong design patterns for future development
- Technical team lead for Communications team of 5 engineers, with product features focused on user-facing portals and outbound messaging capabilities
 - Planning and coordination of feature work across multiple teams and verticals within organization
 - Mentorship of teammates, championing process improvement, and leading tech talks within the team and organization at large
- Major projects include technical planning and development of:
 - Refactor of key messaging features into microservices (dynamic text replacement, bulk messaging)
 - Redesigned service architecture and reduced complexity, improved test coverage and observability
 - Live Chat - widget for patients to anonymously communicate with hospital staff
 - Independently designed and built from MVP prototype, improving maintainability and API security
 - Extended Language Support - extends application language support from 18 to 109 written languages
 - Coordinated normalization of patient language preferences through entire application

Red Ampersand Inc.

Full Stack Engineer

November 2017 – January 2019

Feature development for the screenwriting talent discovery and competition hosting SaaS application Coverfly

- Frontend development using HTML, CSS, Laravel Blade, PHP, Bootstrap, JavaScript, and jQuery
- Backend development using PHP, Laravel, and MySQL, hosted on AWS EC2 and RDS
- Independently conceived, pitched, planned, and implemented product features including:
 - Writer Profile - A personalized page for screenwriters to showcase achievements and share scripts
 - Industry Dashboard - An invite-only dashboard to help film industry leaders find top-rated scripts

Telescope Inc.

Technical Operations Engineer

July 2016 – November 2017

API engineer and technical lead for television-specific social media fan-vote applications with millions of users

- Designed and built APIs optimized to handle high volumes of votes submitted via API and social media
 - Projects included ABC's Dancing with the Stars, NBC's America's Got Talent, iHeartRadio Music Awards
- Comprehensive testing and debugging of API performance, behavior, and reliability
- Scaled, monitored, and triaged live-on-television vote events on distributed AWS EC2 environment

SAS Institute

Systems Support Engineer

February 2015 – June 2016

- Collaborated with dev team on development of hotfixes and patches to triage issues raised by customers
- Directly assisted customers and application engineers with SAS installation and deployment issues
- Designed, built, and maintained team website/CMS to organize departmental resources

Renesas Electronics America

Embedded Software Engineer

September 2013 – March 2014

- Ported firmware code between CubeSuite+ and IAR Compilers for the RL78/L13 Capacitive Touch board
- Created application code examples and supporting documentation to assist new product users (C/C++)

EDUCATION

North Carolina State University, May 2013

BS in Computer Engineering, BS in Electrical Engineering, Magna Cum Laude

SKILLS

TypeScript, JavaScript, Node.js, NestJS, React, PHP, Laravel, PostgreSQL, MongoDB, Elasticsearch, Redis, Docker, Github Actions, Jenkins, Git, AWS, Linux