Steven Chang

CONTACT
INFORMATION

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US citizen
San Francisco, CA

EXPERIENCE

Dispatch
Software Engineer Intern

May 2024 – Aug 2024
Bloomington, MN (Remote)

- Rebuilt the user onboarding experience in React based on new UX designs, introducing a multi-step progression, improved validation, and responsive layout
- Supported the rollout of PostHog for frontend analytics and experimentation, enabling more granular UX insights and A/B testing beyond the limitations of the previous analytics and feature flagging system
- Collaborated with engineers and designers in daily stand-ups to support frontend initiatives, contribute to documentation, an expanded test coverage

IBM Watson Orders
Software Engineer Intern

May 2022 – Aug 2022
Mountain View, CA

- Built a dashboard to analyze contract test results and flag customer-side API issues, saving 20+ developer hours/week by streamlining regression triage
- Automated multi-version test runs and log uploads to S3, replacing manual workflows and accelerating debugging across teams
- Reduced Docker image sizes by over 90%, improving CI speed by cutting upload times and container startup overhead

Parkerr
Software Engineer

Jun 2021 – May 2022
San Francisco, CA

- Built a full-stack MVP with a React frontend and Express backend using Redis, PostgreSQL, and RabbitMQ, exposing REST APIs across multiple core services
- Dockerized all services, including the frontend, and deployed the system to Google Kubernetes Engine (GKE) for modular scaling and production readiness
- Communicated technical tradeoffs to non-technical founders to guide product decisions and ensure feasibility with backend architecture
- Led contracted mobile developers and ensured their React Native app integrated cleanly with backend services and API contracts

PROJECTS

Distributed Real Time Data Processing

Jan 2024 – May 2024

- Built a fault-tolerant distributed system in C++ with raw sockets and custom serialization, using leader election and data replay to recover from node failures

RAG Chatbot

Aug 2023 – Dec 2023

- Built a GPT-4 chatbot using Redis vector search, embeddings, and structured prompts to enable fast, context-aware responses

EDUCATION

San Jose State University
M.S. Software Engineering – Enterprise Platforms

Aug 2023 – May 2025
San Jose, CA

San Jose State University
B.S. Software Engineering

Aug 2018 – Dec 2022
San Jose, CA

SKILLS

Languages	JavaScript/TypeScript, Ruby, Python, C/C++
Tools	React, Postgres, S3, Docker, Kubernetes, Git, Rails, Express, Unix/Linux, NoSQL, SQL, Redis, RabbitMQ, JIRA, Agile