Eric Chan

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Full-stack software engineer with a product-focused mindset who cares about delivering great user experiences. Passionate about helping and growing others through knowledge sharing and improving developer workflows. Experience at fast growing startups building foundational UI/UX and APIs.

Skills

Programming languages: Javascript / Typescript, Python, HTML, CSS, SQL
Frameworks: React.js, Next.js, SASS, Tailwind CSS
Tools: Git, Stripe, MongoDB, Amazon Web Service (AWS), Docker

Work Experience

PiinPoint, Software Developer   Dec. 2023 - September 2024

- Led the development of a new subscription-based SaaS product, collaborating with two senior engineers to deliver a full-featured solution from prototype to production in ~3 months.
- Architected a full-stack real estate decision making platform using React, Python, MongoDB, and Leaflet, featuring an interactive spreadsheet-like tool and mapping capabilities for site selection.
- Designed and built the company's first self-serve sign up portal, integrating with Stripe, Slack, and MailChimp to lay the foundations for scalable user acquisition and automated onboarding.
- Built a team membership and subscription management portal, integrating deeply with Stripe Billing and webhooks to streamline operations and reduce future customer support needs.

Imply, Software Engineer   Dec. 2020 - June 2022

- Reduced new customer onboarding time from ~2 weeks down to minutes by developing a user account automation system with AWS Step Functions for Imply's managed cloud DB service.
- Designed and built an error alerting system for newly generated user accounts, leading to a 50% decrease in engineers' response times for account-related issues during on-call.
- Built an internal command-line tool to automate security changes for existing enterprise customers, reducing customer support requests by 80%.
- Strengthened public sign up page security by implementing ReCaptcha verification, email validation and API throttling, protecting against malicious bot sign ups.

Software Co-ops / Internships (24 months - 6 x 4 months)   2015 - 2018

- Worked with small startup teams throughout Canada and the US, developing proficiency in software development and learned to be resourceful and adaptable with ever changing priorities.
- Launched a highly functional iOS and Android app with a team of 3 engineers at [Jerry](#).
- Built ETL pipelines to automate data collection for over 500,000+ properties at [Zeus Living](#).
- Solely developed core UI/UX features for a new product web app at [PiinPoint](#).

Education

University of Waterloo, Bachelor of Computer Science (Co-op)   2013 - 2019