

# Christopher Ngai

## STAFF SOFTWARE ENGINEER

Full-stack engineer with 6+ years of experience building and scaling products from the ground up. Collaborates cross-functionally with product, design, and customers to turn ambiguous problems into meaningful product experiences with a focus on rapid iteration, strong UX, and measurable impact.

### CONTACT

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### SKILLS

#### Languages

TypeScript, JavaScript, Python

#### Frontend

React, React Native, GraphQL, Apollo, Redux, Zustand

#### Backend

Django, PostgreSQL, Celery, Redis, Strawberry GraphQL

#### AI Tooling

Claude Code, Cursor, Codex, GitHub Copilot, MCP, Langchain

#### Cloud & Infra

AWS (ECS, Lambda, S3, CloudFront), Google Cloud, Docker

#### Testing

Jest, React Testing Library

### INTERESTS

- Cooking
- Puzzles
- Soccer

### EXPERIENCE

#### Modern Animal

2019 - Present

#### Staff Software Engineer

Grew from intern to Staff Engineer over 6 years at a tech-forward veterinary company, helping scale products to 90,000 members and \$95M revenue.

- Own Pharmacy product pod end-to-end and lead Infrastructure initiatives, driving technical direction, platform reliability, and high-velocity delivery.
- Drove \$1.2M ARR by architecting Autoship subscription service, including billing logic, retry handling, EMR integration, and e-commerce UX. Grew to 2,600+ active subscriptions and doubled ship dispense rate from 5% to 10% in 6 months.
- Led integration with one of the nation's largest pet pharmacies for inventory, fulfillment, and order tracking, coordinating across product, clinical ops, finance, and third-party partners. Shipped 10,000+ orders with zero P0/P1 incidents, expanded catalog from 450 to 1,400+ items, and eliminated clinic-side fulfillment for 800+ weekly dispenses, saving 190+ hours/week in packaging and shipping labor.
- Spearhead AI tooling adoption across 14 person engineering team. Built Slack to GitHub Issues integration on AWS Lambda saving 400+ engineering hours/year. Drive adoption of AI-powered PR code reviews. Benchmark agentic coding tools (Claude Code, Cursor, Codex) for team-wide rollout.
- Mentored mid-level contractor to independent tech lead; mentee shipped QR-based prescription validation project, reducing Virtual Care costs by \$11K/year.

### EDUCATION

#### University of California, Los Angeles

June 2020

#### B.S. Computer Science & Engineering

### PROJECTS

#### Elsewhere, iOS Social Media App

2025 - Present

#### Founding Engineer

Building a back-to-basics social app: chronological feed, no algorithms, no vanity metrics. Built with Swift, Go, ScyllaDB. 100+ beta users in first month.

- Designed and shipped a fast, fluid media experience end-to-end with real-time WebSocket feed, multi-image/video posting, and a custom media pipeline handling compression and transcoding.
- Building Go backend on self-hosted Kubernetes with ScyllaDB and Cloudflare Workers CDN, optimizing for low-latency media delivery.