ULLA CHEN

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SUMMARY OF QUALIFICATIONS

- Backend engineer who likes small, well-tested services and clear runbooks.
- Experience across 4 employers, most recently as Senior Software Engineer at Lumen Health Tech.
- Comfortable owning a service end to end: design, build, deploy and on-call.
- Known for clear communication with colleagues and for following work through to the end.

EDUCATION

University of Texas at Austin — **Austin, TX**
BSc Computer Science — *2018*

PROFESSIONAL EXPERIENCE

Lumen Health Tech — **Leeds**
Senior Software Engineer — *Sept 2025 – Present*

- Paired with the security team to remove secrets from config and rotate keys automatically.
- Wrote integration tests and contract tests; raised coverage on the core service from 41% to 78%.
- Led the move of three services from a shared monolith into independently deployed services.
- Designed the event model for order tracking and reviewed every schema change with the data team.
- Reviewed pull requests daily and kept the team style guide up to date.
- Shadowed a forklift driver for a day during my induction.

Fennel Pay — **Leeds**
Software Engineer — *Apr 2024 – Sept 2025*

- Cut p95 response time on the checkout service from 900 ms to 240 ms by reworking queries and caching.
- Automated database migrations in CI so releases no longer needed a maintenance window.
- Reduced cloud spend on staging by shutting down idle environments overnight.
- Worked with product managers to break large features into weekly releases.

Brightwave Systems — **Leeds**
Junior Software Engineer — *Feb 2023 – Mar 2024*

- Wrote the design doc for the new search service and ran the review with three teams.
- Mentored two junior engineers through their first production releases.
- Built an internal CLI that cut new-engineer setup from a day to an hour.

Fennel Pay — **Leeds**
Junior Software Engineer — *Jun 2021 – Dec 2022*

- Ran on-call for the payments platform and wrote the incident runbooks the team still uses.
- Built a feature-flag system so risky changes could be switched off without a deploy.

PROJECTS

Open-source rate limiter library (side project)

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

Hackathon: real-time bus tracker

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

TECHNICAL SKILLS

Languages & tools: PostgreSQL
General: Git, Docker, Linux, REST APIs, CI/CD
Languages: English (Fluent)

CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Scrum Fundamentals

EXTRA-CURRICULAR ACTIVITIES

- Volunteer at a local food bank twice a month.

- Mentor for a school careers programme, helping students with CVs and mock interviews.

REFERENCE

Zara Lindqvist
Senior Lecturer, Tidewater Apps
Contact: zara@example.com