Jordan Chase.

Senior Software Engineer / AI Products & Agentic Systems

"My pull requests have pull requests."

Boston, MA
jordan@chaseu.com
linkedin.com/in/chaseindustries

US Patent 12,596,720
AI-assisted audience segmentation

5 AI Products
Led front end & product direction

190,000+ Businesses
Marketing Agent shipped to all paid customers

Senior full-stack engineer who ships AI products into production, with a focus on the **context systems and tools that feed agents**. Ten years of building at the seam between design, product, and engineering, most recently where UIs meet agents.

EXPERIENCE

Klaviyo Senior Software Engineer — 2023-2026

AI products for a B2C CRM serving 200,000+ paying businesses

- Helped architect Klaviyo's first agentic **Marketing Agent** and built its UI, APIs, and the context bridges that feed it; shipped to 100% of paid customers (190,000+) in Fall 2025
- Led front-end development and product direction for **Segments AI, Flows AI, Email AI, Marketing Agent, and Composer**
- For **Composer**, designed Brand Library 2.0 (versioning, theming, and a consolidated brand context layer) exposed to the agent as a brand context tool, and ported in Segments AI
- Built a self-hosted **online eval system** on Arize Phoenix behind a Pulsar-backed queue designed to scale with traffic, meeting privacy requirements that ruled out hosted tools
- Created an **AI-assisted prototyping workflow** that let designers build in real code; adopted by ~6 designers, taught to the full design org, and later adapted for the main app
- Awarded **U.S. Patent No. 12,596,720** for AI-assisted segmentation. Front-end working group member. Hackathon: a phone-in agent (Twilio + cloned voice) that builds flows and segments from a spoken request

OpenComp Senior Software Engineer — 2022-2023

Compensation benchmarking platform for startups

- Built compensation tracking **dashboards** for the OpenComp app in Ruby on Rails and TypeScript

DEPT Senior Software Engineer — 2020-2022

Digital agency; led engineering on client builds for Moody's Analytics, FIFA, The Home Depot, Circle, and Dequency

- Built **Dequency**, the first on-chain music licensing platform: custom smart contracts plus a React streaming player with MobX-managed queues and playlists
- Moved waveform generation server-side with a Dockerized AWS Lambda (ECR, API Gateway, S3) triggered by CMS webhooks, so track-heavy pages loaded pre-rendered data instead of processing audio in the browser
- Led engineering to stabilize and finish **Moody's Analytics**' document-scanning app, which extracts tabular data from scans into Excel
- Built on the official **FIFA World Cup** player NFT site, plus web portals for The Home Depot (employees) and Circle (customer accounts)

Toast Software Engineer — 2020

- Introduced **TypeScript at Toast**, shipping its first TypeScript app and an SPA boilerplate for future front-end apps
- Built the e-commerce checkout and onboarding flow in React/TypeScript, integrating Stripe, Marketo, Magento, and Toast microservices

Mavrck (acquired by Later) Software Engineer — 2017-2019

- Led the **campaign workflow overhaul**: customizable stages and async batch processing on AWS Lambda, SQS, and EBS
- Designed **"influencer datapoints,"** a shared profile that builds from survey responses over time and is reused across the app
- Built a form builder with optimistic updates for app-wide surveys; rebuilt authentication with email login and Facebook OAuth; set front-end standards and introduced Webpack

Jibo Senior Web Developer — 2015-2017

- Led design and development of the consumer site and Shopify store (custom checkout, analytics, ERP integration), and built the SDK docs site with CI publishing and unified Lunr.js search across docs and blog

EARLIER **Boston Interactive** (now Boston Digital) Web Developer, 2014-2015: Built Drupal sites for agency clients, including Zildjian. **iRobot** Web Developer, 2011-2014: Built iRobot's public-facing sites in Sitecore, including product pages for Roomba, Scooba, Verro, and Looj, plus work on the online store.

PROJECTS

Squash Mobile fintech app that automates credit card payments by custom user-defined rules.

Flutter · Firebase · Plaid · Method

LAN-TRN Portable off-grid mesh communications and local AI node for community emergency response, built into a custom clamshell cyberdeck

SKILLS

AI & AGENTS	Pydantic AI, LangChain, agent tool design, context engineering, evals (Arize Phoenix), Claude Code, n8n
LANGUAGES	TypeScript, Python, Dart, JavaScript
FRONT END & MOBILE	React, Next.js, Flutter, Tailwind, Storybook
BACKEND & INFRA	Node, Firebase, Pulsar, Kubernetes, Docker, AWS (Lambda, SQS, S3), Plaid, Method, Stripe, Twilio