STEPHEN CAVENDER

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SUMMARY

- Over 10 years of software engineering experience, leading development teams at startups and global tech firms (60-5,000+ employees, up to $29B+ revenue).
- Delivered iOS and Android apps for a veterinary software startup in under 2 months.
- Expertise in front-end development, cloud-based solutions, and automated testing, with a focus on enhancing user experience and accessibility.
- Technical Skills: TypeScript, React, NodeJS, AI/LLMS, Postgres, Prisma

PROFESSIONAL EXPERIENCE

Otto   **Austin, TX (Remote)**
Senior Software Engineer II   **Dec 2023 – Present**
Senior Software Engineer I   **Apr 2022 – Dec 2023**
Otto is a leading veterinary software company serving 8000+ veterinary practices across North America.

- Served as Tech Lead for a team of 6 engineers, implementing a transition from Kanban to 2-week sprints to improve delivery predictability, integrating AI-powered insights and development tools to boost team productivity.
- Led the creation and delivery of the Otto pet parent mobile application using Expo/React Native for iOS and Android, increasing adoption and user experience.
- Enhanced security by implementing one-time password (OTP) authentication for login of the Otto pet parent application.
- Implemented targeted push notification reminders, reducing missed veterinary appointments and improving overall client adherence to recommended care schedules.
- Contributed to 20+ backend and frontend repositories, leveraging full-stack skills to ensure seamless feature integration.

Boehringer Ingelheim Animal Health (BIAH) | Pawru   **Duluth, GA (Remote)**
Senior Software Engineer   **Nov 2020 – Apr 2022**
BIAH is a global biopharmaceutical company with over 54k employees and $29B in revenue. Pawru was the digital arm of BIAH before it merged into Otto (then TeleVet) in Apr 2022.

- Architected a cross-platform React Native front-end for iOS, Android, and web, reducing development time and codebase size.
- Increased user engagement through data-driven, targeted email campaigns, leading to a boost in product adoption.
- Optimized image load times by refactoring NodeJS and Express-based file services, enhancing user experience and reducing server costs.

- Enhanced the existing PetPro Connect Ionic (Angular) mobile application by developing new features and resolving critical bugs, paving the way for a smoother transition to React Native.

Genesys   **Indianapolis, IN**
Senior Software Engineer   **Apr 2020 – Nov 2020**
Software Engineer   **Dec 2016 – Apr 2020**

Genesys is a global leader in customer experience and contact center technology, serving 8,000+ organizations across 100+ countries with cloud, AI, and digital engagement solutions.

- Developed front-end development for Interaction Connect, a key application built with Angular, to enhance the agent and customer experience.
- Engineered cloud-based Journey Mapping and Interaction Routing solutions using AltoCloud.
- Enhanced accessibility compliance by implementing WCAG 2.1 guidelines expanding the platform's potential user base and improving usability scores.
- Designed and developed foundational front-end features, including Response Management and Agent Statistics, empowering agents to deliver more efficient customer experiences.

Interactive Intelligence (InIn)   **Indianapolis, IN**
Software Engineer in Test   **Feb 2016 – Dec 2016**
Associate Software Engineer in Test   **Jun 2014 – Feb 2016**

InIn was a customer engagement and communications software company that, at its peak, employed over 2,000 people. Providing cloud services and collaboration tools, it supported enterprises around the world before being acquired for $1.4 billion on August 31, 2016.

- Drove quality and reliability of the Interaction Connect application through automated testing and continuous integration, maintaining and enhancing the testing infrastructure.
- Streamlined virtual machine deployment for Selenium Grid-based test frameworks, improving scalability and reliability of automated testing
- Maintained and optimized the Jenkins CI server, ensuring reliable execution of automated test suites and minimizing downtime, leading to faster feedback cycles for developers
- Wrote new and maintained existing automated test suites using Selenium and the Page Object Model, increasing confidence in software quality and improving test stability

ADDITIONAL EXPERIENCE

Paragon Medical   **Pierceton, IN**
IT Support Engineer - Internship   **May 2013 - May 2014**

MicroByte Technologies   **North Webster, IN**
Web Developer, Computer Technician   **Feb 2007 – Aug 2010**

EDUCATION

Anderson University   **Anderson, IN**
BA Computer Science   **2014**