

Justin Matthew Jackson

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SUMMARY

I'm a hands-on technology leader with a passion for building high-performing teams, creating innovative 0-1 products, and engineering scalable and robust systems. I have previous experience working at hardware and software startups innovating in the domains of AI, Manufacturing, Healthcare, Fashion, and Sustainability as well as other larger B2B and B2C focused companies

EXPERIENCE

Advisor & Consultant

Self-Employed

Dec. 2023 - Present

Washington, DC - Remote

- Advising the CIO and CTO of a PE-backed healthcare client on the strategic adoption of LLMs to reduce manual workflows
- Developed an internal tool that enables users to prompt engineer, fine-tune, and compare multiple LLM outputs against human-generated gold standards, driving business decisions for model adoption.
- Led internal research and designed a POC for autonomous ICD-10 coding using an LLM-powered tree traversal method, providing insights into the potential of AI-enhanced medical coding
- Stack: React, Python, Docker, GCP, OpenAI, Gemini, Ollama, Redis, Hugging Face

Engineering Manager

Invisible AI (Series A - B2B Computer Vision)

Jan. 2023 - Nov. 2023

San Francisco, CA - Remote

- Managed the roadmap and release schedule for on-premise computer vision platform, while leading a team of 15 ML and full-stack engineers
- Built real-time dashboards to process gigabytes of AI-augmented video data from 100+ deployed cameras
- Implemented Role-Based Access Control (RBAC) to enforce fine-grained permissions around sensitive data and video assets.
- Stack: React, Python, C++, Docker, AWS, RabbitMQ, Postgres,

Engineering Manager

Thrilling (Series A - B2C Ecommerce)

Jun. 2021 - Dec. 2023

New York City, NY - Remote

- Led a team of 6 engineers to rebuild the uploader platform from a monolithic structure to a distributed architecture that served 1,000+ stores
- Automated data ingestion and cleanup, reducing 400/500 errors by 95%.
- Established a DevOps culture with GitHub Actions, Docker, and Terraform, improving deployments
- Stack: React, Express, OpenAPI, GCP (CloudRun, Pub/Sub, Firestore, BigQuery), Shopify, Python.

Head of Engineering

Canopy Innovations (NIH grant - EdTech)

Jan. 2020 - May. 2021

New York City, NY - Remote

- Led a team of 6 engineers to redesign the flagship e-learning platform with a scalable, distributed architecture, ensuring full compliance with FERPA and PCI standards.
- Developed a Written Information Security Program (WISP) to reinforce Canopy's alignment with ISO standards, enhancing trust among university and healthcare clients.
- Stack: React, Rails, Stripe, AWS (EC2, Amplify, RDS, CodeBuild), Auth0.

Senior Software Engineer

Mar. 2019 - Dec. 2019

Campaign Monitor (Email Marketing)

Nashville, TN

- Reduced billing process time from 20 hours to 30 minutes using AWS Step Functions and Lambda.
- Stack: Javascript, Python, AWS (Step Functions, Lambda), Zuora API.

Software Engineer II

Jan. 2018 - Mar. 2019

Asurion (Device Insurance)

Nashville, TN

- Created the Customer Campaign Manager, an application that allowed the product development org to create, schedule and launch communications to Verizon and Sprint customers via sms, email and push notification.
- Created the Device Refresh experience, a self-guided tech support application, for the newly launched Sprint Complete insurance program.
- Stack: React, Typescript, Redux, Node, Postgres, Serverless, Docker, Jest

Co-Founder & CTO

Apr. 2017 - Aug. 2018

Mozak (Seed Stage - B2C Project Management)

Memphis, TN

- Built MyMozak, a productivity suite for realtors and virtual assistants, featuring time tracking, scheduling, and instant messaging.
- Completed StartCo's Upstart accelerator, GAN's Post Accelerator Scale School, and NC IDEA SOAR.
- Stack: React, React Native, Python, Firebase, GCP(Dialog-flow), Node

Software Engineer

Jan. 2016 - Nov. 2017

Tangoe (B2B Expense Management)

Memphis, TN

- Created a CSV import process to ingest users, roles, and their devices to allow easier administrative capabilities in the platform
- Stack: Ruby on Rails, Javascript, Redis, MySQL

Technical Analyst

Jun. 2013 - Dec. 2015

FedEx

Memphis, TN

- Led software upgrades for 2,000+ FedEx Office POS devices.
- Coordinated User Acceptance Testing for the FedEx Shipping Manager (FSM) software, with releases to approximately 260,000 shipping customers.

SKILLS

Languages/Runtimes: JavaScript, TypeScript, Python, Ruby, GraphQL, Node, C++

Libraries/Frameworks: React, React Native, Express, Rails, Flask, Serverless, Cypress, Jest

Cloud: AWS (EC2, Lambda, S3, API Gateway), GCP (Cloud Run, Functions, Storage, Pub/Sub, BigQuery)

AI/ML: OpenAI, Gemini, Ollama, Scikit-learn, Pandas, NumPy, Hugging Face

Databases/Caching: PostgreSQL, MySQL, DynamoDB, Firestore, Redis

Monitoring/Analytics: Sentry, FullStory, Grafana, Prometheus

DevOps: Terraform, Ansible, Jenkins, Docker, GitHub Actions, Git

EDUCATION

Vanderbilt University | B.A. Communication of Science & Technology | CS Minor | May 2013

Georgia Institute of Technology | M.S. Computer Science | ML Specialization | In progress