Ben Jenkins

Senior Software Engineer | Full-Stack | AI, LLMs

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Senior Full-Stack Engineer (**React/Next.js, TypeScript, Node/Postgres**).
Shipped **AI features** across Orum, Hearst, and RoboKind (ChatGPT & IBM Watson).
Master's in Software Engineering - **Harvard University.**

Skills

- Frontend: React, Next.js, TypeScript, React Query, Redux, Material UI, Tailwind, JavaScript, HTML, CSS.

- Platform & Backend: Node.js, Express, GraphQL, Sequelize, Python/Django.

- Data & Infra: PostgreSQL, SQL, Redis, Docker, Datadog, CI/CD (GitHub Actions).

- Testing & QA: Jest, Playwright, Cypress.

- Accessibility & Performance: WCAG 2.1, ARIA, axe-core (Playwright), Core Web Vitals, PageSpeed Insights, Lighthouse.

- AI/LLMs: ChatGPT (OpenAI) & Watsonx models.

Work History

Feb 2025 - Aug 2025

Senior Full-Stack Software Engineer

Orum, Dallas, Texas

Stack: React, TypeScript, React Query, JavaScript, HTML, CSS; Jest, Playwright; Sequelize, PostgreSQL; Datadog; Docker; ChatGPT & Watsonx models.

- Delivered AI scorecards for sales calls: **>99% reliable generation with transcripts**, adopted by **100+ orgs**, reducing manager review time.
- Built **sales rep-facing analytics** ("Calls that need coaching" / "Calls to share") to surface coaching priorities and share exemplary calls.
- Upgraded **Watsonx** models (Scout/Maverick) for a **Fortune 100** client; as part of a broader program, the client later reported a **1,429% increase** in meetings booked.

Mar 2022 - Nov 2024

Senior Software Engineer

Hearst, Dallas, TX

Stack: React, TypeScript, Material UI, Styled Components GraphQL, Next.js, Redux; Jest, Playwright, Cypress; Node, Express, Python, Django; PostgreSQL.

- Built **digital-magazine CMS features** enabling editors to assemble issues across **50+ brands**.
- Delivered magazine experiences viewed by **~145M monthly users**.
- Ensured **accessibility** through axe-core playwright checks; prevented contrast regressions and aligned with **WCAG 2.1.**
- Integrated **LLM-assisted metadata** (headlines, deks, etc.) in the CMS using **ChatGPT** to reduce editing time and improve coverage.

Sep 2018 - Mar 2022

Sr. Lead Software Engineering Instructor

General Assembly, Boston, MA

Stack: React, Typescript, JavaScript, HTML, CSS, Sass, Next.js, Redux; Node.js, Express, Python, Django; PostgreSQL, SQL; MongoDB, Mongoose.

- Developed **full-stack tools** (e.g. manage grading across PRs, generate missing homework lists, etc.).
- Taught and mentored **500+ developers** in full-stack web development.
- Authored & improved lesson GitHub repositories.
- Promoted from Software Engineering Instructor.

Jun 2013 - Jul 2017

Software Engineer

RoboKind , Dallas, TX

Stack: JavaScript, HTML, CSS; Python, Flask.

- Developed robot-led autism therapy lesson authoring tools **reducing authoring time by 50%**, decreased author training time by **5 weeks**.
- Shipped UI/UX for robot menus, autism therapy lessons, and a **Flask** app to control speech, animations, and LEDs, integrating **IBM Watson** services.
- Promoted from Jr. Programmer to Software Engineer.

Education

May 2020

Master's: Software Engineering

Harvard University - Cambridge, MA
Completed at Harvard Extension School.
Teaching Fellow for iOS Swift Programming Class.

May 2015

Bachelor of Arts: Computer Science

Thomas Edison State University - Trenton, NJ