

Jen Mak

Solutions Engineer • jenmak.dev

PROFESSIONAL SUMMARY

After a decade embedded in fast-paced engineering and design teams, I am returning to the solution-driven sales engineering space where I first started my career in tech. I love iterating quickly on design and development solutions and am constantly learning new tech trends for developing full stack applications. I want to use a combination of my interpersonal skills along with my ability to get engineering solutions shipped quickly in a dynamic solutions engineering role.

EXPERIENCE

NabThis, Senior Software Engineer, Remote — 2026

Building out features for a comprehensive web and mobile app experience for a thrifting and vintage clothing platform. Leveraging Claude Code and Cursor AI for execution of computational tasks where fit. Full auditing and testing of user flows in collaboration with the small design and engineering team.

Tangelo, Senior UX Engineer, Remote, March 2023 - March 2025

Served as the technical lead in a lean, fast-moving team— advising product and engineering stakeholders on technology decisions, trade-offs, and system architecture. Regularly shaped direction through clear, compelling communication of complex concepts, adapting quickly as priorities shifted. This role sharpened my ability to influence decisions, build internal trust, and navigate ambiguity—skills I now bring directly to technical sales.

Unqork, Senior Frontend Engineer, New York, NY, January 2020 - January 2023

Built features on an enterprise low-code platform deployed across healthcare, finance, and other heavily regulated industries. Worked in a cross-functional team of designers, engineers, and product leaders to influence product direction at scale — developing an understanding of how technical products create value across very different business contexts.

Grubhub, Software Engineer I and II, October 2016 - July 2019

Transitioned from product design into engineering, developing a full-stack understanding of how design systems work both visually and under the hood. Took on company-wide feature work spanning AB testing, performance improvements, and marketing page implementation— collaborating across teams to drive measurable product impact.

Grubhub, Product Designer, April 2016 - October 2016

Created high-fidelity design mockups for engineering review and handoff. Audited the full design system and delivered structured documentation around design guidelines and best practices, improving consistency across product and engineering.

Thomson Reuters, Sales Support Engineer, October 2013 - March 2016

Served in a customer-facing pre-sales role embedded alongside the sales team, translating complex client needs into rapid technical prototypes for life sciences and biotech accounts. Directly contributed to closing several large enterprise deals by tailoring demos that showcased specialized pharmaceutical data— bridging the gap between what clients needed and what the product could deliver.

EDUCATION

New York University, New York, NY — B.S. Computer Science with minors in Media, Communications and Business, 2013

General Assembly, New York, NY — User Experience Design Intensive. Best final project award.