Jamis Charles

Denver, CO (Remote)

Work experience

Staff Frontend Engineer at PayPal
2022 – Present

Currently acting as the observability lead over a new checkout product with a special focus on improving latency and conversion. Actively working to democratize data and make it easy to answer critical questions quickly.

In this role I've:
- helped drive alignment across 6 different teams
- managed and worked with leadership 3 levels up
- managed multiple tracks on very aggressive deadlines
- managed how to ship work in parallel so teams could start integrating while having the backend features mocked out
- Atomic Events: Conceived, designed, and built the first version of a new
- client-side instrumentation library focused on being product-first rather than data-warehouse first.
- Successfully drove adoption and alignment onto this new library across 6 teams with many stakeholders and architects and principal engineers.
- Grew the team from solo dev (me) to 5 engineers
- transitioned to tech lead / architect / product manager of the new Atomic Events library
- successfully shipped ahead of time, despite tight deadlines as tech lead on a new effort to track client side system health (FCI).
- designed and built client-side health checks to alert on blank-page renders (recurring problem) that had low enough volume to not trip existing alerts
- improved checkout signalFx dashboards and alerts to the point of confidence where we could enable Pagerduty.
- personally monitored and caught several live issues during these rollouts

Datadog, Jupyter Notebooks, Next.js, Node.js, React, Looker, OTel,

Frontend Engineer at PayPal
2014 – 2022

Generalist sometimes acting as product / project manager. Other times as tech lead. Sometimes as an architect.

I've done my best work at PayPal across a wide variety of areas including:

Contact

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jamischarles.com
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Education

B.S, Information Systems
BYU-Idaho
2001– 2008

Special domain interests

Observability & Metrics
SPA Migrations
Frontend Ops & Frontend tooling
Metaprogramming for education
Teaching & Screencasting

Skills

Node.js, Express.js, React, Jest, GraphQL, Vanilla JavaScript, Webpack, Vite, Babel, Svelte, Redux, Gatsby, Docker, Looker, Chrome Extensions, boomerang.js (RUM), Looker, OTel, Datadog,

Accessibility, Testing, Mobile Web, Performance, Observability, i18n

I naturally fit the Solver Archetype, and value growth & variety highly.

Product feature work, 3 Platform teams, Performance, Observability & Instrumentation, new GraphQL services, SPA Migrations and architecture improvements.

- Focusing on **OTel, Looker, BigQuery, Splunk & SignalFx** to supercharge our troubleshooting & error detection use cases.
- Improved **observability** with custom **Grafana** & **SFx** health dashboards, and wrote custom client error and health instrumentation
- Wrote a custom alerting pipeline built on **InfluxDB**, **Docker**, and **Golang**
- Built chrome extension to improve SDK debugging on 3rd party sites
- Debugged & fixed complex bugs across PP SDK, Honey extension, merchant 3rd party code with **Proxyman**
- Prototyped new app architectures using **Gatsby**/Preact and custom built static apps to maximize perf gains.
- Stood up new **GraphQL** node service, including schemas and biz logic
- Started & led migration from Backbone.js to **React** for Send Money on PP.com, incrementally with zero downtime and no slowdown in shipping.

Node.js, React, GraphQL, Redux, Gatsby, Docker, Looker, OTel, Splunk

Sr Frontend / Node.js Dev at FamilySearch
2013 – 2014

One of two platform node.js engineers working to improve life for other engineers by providing a common framework on top of express.js, and constantly improving the build process and health monitoring.

- Improved **observability by building uptime dashboard & instrumenting node stack, then piping log data from Heroku->Splunk->web app.**
- Instrumented custom health metrics and alerts (3 day metric and event history).
- Implemented simple self-healing actions (ie: restart on low memory).
- Drove performance improvements by implementing **boomerang.js** to capture client side RUM metrics and piping data to Splunk.

Node.js, Express.js, boomerang.js, Heroku, Splunk

Frontend Engineer at USAA
2010 – 2013

Led several Mobile Web Development projects for USAA iPad and Android apps (webviews)

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- Reduced USAA iPad App home screen (webview) load time by more than 50% down to 3.5 seconds while leading home screen performance improvements
- Gave tech talks to fellow web developers on Node.js, JS performance, CSS Floats and iPad webview integration
- Wrote curriculum for and taught new web developers at USAA

YUI.js, JavaScript, JSP, Mobile Webviews, Blueprint CSS

User Interface Designer at USAA

2008 – 2010

Designed high fidelity comps and wrote production HTML / CSS for JSPs as Lead UI Designer for USAA Catastrophe, Financial Advice and Military Spouse communities.

- Lead UI Designer for USAA Catastrophe, Financial Advice and Military Spouse communities.
- Authored an expand / collapse YUI2 JS module as a pattern that was used on 30+ pages across USAA.com
- Supervised 3rd party developers to implement social features as designed
- Improved components in the Design System as a UI Designer in the Design Governance group

YUI.js, JavaScript, JSP, Blueprint CSS, Photoshop

Notable side projects

Multiplayer code editor based on prism.js and CRDTs for eventual consistency.

https://code-it-228a1.web.app https://github.com/jamischarles/code-it

Chip-8 Emulator written in JS/React

https://github.com/jamischarles/chip8-emulator-react

JS Tracing engine. Helps instrument & visualize code execution path

Released 3 highly rated courses on PluralSight & Thinkster (ESLint, Redux, React)