Phillip Chaffee, Founding Software Engineer

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SUMMARY

Full-stack software engineer with 10 years of experience. Most recently the founding engineer at an AI startup building conversational AI agents. Thrives in fast-paced environments and happiest when collaborating with others.

SKILLS

Backend: Python, Django, FastAPI, Node.js/Typescript, C#, Ruby, Celery, RabbitMQ

Data: PostgreSQL, Redis, SQL, NoSQL

Frontend: React, Angular

Infrastructure: AWS, Docker, Kubernetes, Helm, Git, Linux

Observability: Grafana, Prometheus, Loki, Tempo, Sentry

EXPERIENCE

Founding Software Engineer - *Sela*   2025 - Present

Python, Django, FastAPI, PostgreSQL, Redis, RabbitMQ, Celery, AWS, Docker, Kubernetes, Helm

First engineer and first employee. Responsible for building core infrastructure, product features, and engineering practices from the ground up.

- First engineer and first employee at an AI startup building conversational AI agents.
- Built warm transfer phone calling system enabling seamless handoffs between AI agents and human operators.
- Developed agent orchestration framework for coordinating multiple AI agents across concurrent conversations.
- Built a system for rapidly cloning and configuring AI agents, accelerating customer onboarding.
- Led adoption of AI-assisted coding practices and implemented AI context files across the engineering organization.
- Implemented linting, formatting, and typing standards across all codebases.
- Built observability dashboards and alerting using Grafana, Prometheus, Loki, Tempo, and Sentry, providing real-time insight into system health and performance.

Senior Software Engineer - *VoiceOps*   2021 - 2023

Rails, React, Node.js, Python, AWS, PostgreSQL, Redis

Led engineering ceremonies and collaborated with senior engineers on new architecture including API design, microservice development, and an overhaul of the transcription platform.

- Redesigned the transcription data pipeline, reducing cost by 90% and bringing cost per audio minute from $.20 to $.02.
- Architected a call audio integration API and a microservice for text-audio alignment.
- Implemented SAML SSO allowing customers to authenticate using their own identity provider. Used by 20% of clients.
- Fulfilled on-call duties, resolving 5+ production issues each month.
- Wrote a [Typescript SDK](#) for the AssemblyAI API.

Software Engineer - *VoiceOps*   2020 - 2021

Rails, React, Python, AWS, PostgreSQL, Redis

Built data collection platforms, processing pipelines, and customer-facing tools for a voice analytics startup.

- Built a mechanical turk style transcription marketplace supporting 10k+ daily users performing manual transcription, transcript quality grading, and annotation tagging tasks.
- Developed a data processing pipeline that transformed raw audio into transcribed and tagged text across multiple processing stages.
- Built the customer-facing review platform for call center managers to view transcripts, review annotation labels, and provide coaching feedback.
- Developed multiple customer integrations that imported data from external partners into the processing pipeline.

Software Engineer - *Chatham Financial*   2017 - 2020
C#, .NET, .NET Core, Angular, React, Python, SQLServer, Redis

Platform Engineering team building shared infrastructure used by development teams across the company: REST API templates, document storage, authentication services, and permissions APIs.

- Built a .NET Core authentication microservice replacing a legacy library, supporting 10k+ requests/sec across all web applications.
- Implemented SAML SSO for the flagship website, used internally and by multiple clients.
- Migrated document storage from a distributed file system to blob storage with failover replication, serving all internal and client-uploaded documents.

Software Test Engineer - *Chatham Financial*   2016 - 2017
Ruby, C#, SpecFlow, RSpec, Selenium, Angular, MongoDB

Helped guide a small team of developers in creating the correct software for complex hedge accounting situations. Learned the hedge accounting system and constantly asked pointed questions to help guide the team's thinking.

- Collaboratively lead a project to create an internal test dashboard that aggregated every software team's test results into a single platform. The platform allowed users to view their test results including screenshots of failed UI tests and re-run the tests, no matter the test runner, directly from the platform.
- Wrote automated acceptance/regression tests in C# and Ruby to confirm the software's functionality daily.

PROJECTS   **Nand 2 Tetris**
                Built a virtual 16-bit Von-Neumann computer from N-And logic gates.   2015

AWARDS   **Gold Medal of Achievement (Eagle Scout), Royal Rangers**   2013
                Earned the Gold Medal of Achievement in Royal Rangers, a program that mirrors boy scouts. The GMA has all the same requirements as the Eagle Scout Award.