Eric Luu

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Experience

Senior Software Engineer (Digital Member Experience), Oscar Health – New York, NY   Mar 2024 – Present
- Drove redesign of mobile app's home screen to ensure smooth launch of company's 2025 HMO plan offerings, working across different engineering pods to clarify ownership of modules and refactoring code in the process
- Architected new feature to let non-engineers quickly create configurable action items for web and mobile, prompting users to take specific actions to help drive better health outcomes (flu shot, health survey, etc)
- Boosted team productivity and impact by leading knowledge-share meetings to de-silo information, escalating feature requests from leadership for prioritization, and writing exploratory docs to address common data bugs

Software Engineer II (Digital Member Experience), Oscar Health – New York, NY   Dec 2021 – Mar 2024
- Yielded $1MM annual company cost savings through a 20% lift in user opt-ins to paperless communications by launching new paperless opt-in entry points to high-utilization surfaces of web and mobile apps
- Implemented mobile biometric login to let users bypass the normal email and password login flow by storing session token in secure storage, then inserting it into HTTP request headers as needed
- Saved 2 engineering weeks annually by empowering non-technical employees to update fitness rewards and perks shown in web and mobile by replacing hard-coded logic with a gRPC service to host data mappings
- Migrated member steps data from a large MySQL table with an INT ID column to a BIGINT ID column, future-proofing the mobile app's steps reward feature from outages related to max ID limit issues

Software Engineer I (Provider Data), Oscar Health – New York, NY   Jul 2019 – Dec 2021
- Addressed all questions and escalations as the domain expert for the team's internal web tool suite, which served to help ingest provider data and to configure contracts between healthcare entities and Oscar
- Saved 15 engineering weeks annually by building an internal React web page to enable launching of provider networks (collection of all facilities, doctors, cost-sharing, etc) to Oscar's public directory website in a few clicks
- Implemented Amazon S3 presigned URLs in the internal web tool suite to streamline CSV file downloads and uploads and downloads, saving 1 hour daily across engineering and operations teams
- Incorporated Oscar's in-house user analytics system to surface daily volume of users across the nine web tools in our internal suite via a dashboard, thus influencing work prioritization based on utilization

Software Engineer Intern (Provider Portal), Oscar Health – New York, NY   June 2018 – Aug 2018
- Built file upload page on Oscar's provider web portal to host documents shared between doctors and Oscar

Skills

Programming Languages: Python, JavaScript, HTML, CSS/SASS, Java
Libraries/Frameworks: React, React Native, Flask, Jest, React Testing Library, Flow
Infrastructure: Kubernetes, MySQL, PostgreSQL, Prometheus, Grafana, PagerDuty, Raygun, Aurora

Education

Massachusetts Institute of Technology (MIT) – BS in Computer Science, Minor in Statistics/Data Science June 2019