

# ROSS KAHN

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## SUMMARY

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Full-stack software engineer with 12+ years building software for healthcare and education, most recently as a lead engineer at Panorama Education. Recent work centers on AI: building user-facing AI features and using AI tools to solve hard reliability and debugging problems. Writes the playbooks and sets up the processes that help teams ramp up faster and solve problems on their own.

## EXPERIENCE

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### Lead Software Engineer

*Panorama Education* | May 2022 – October 2026

- Grew from a senior IC to a full-stack lead engineer on the squad, working with the zone engineering lead on architecture, debugging, and design direction across the reporting platform. Wrote playbooks that shortened ramp-up across all of engineering (onboarding tech leads, safe rollbacks, report-data rebuilds, debugging with LLMs), built tools like a Qlik reload-log dashboard that sped up investigations, and mentored engineers through tough bugs without taking over their work.
- **AI Survey Insights:** Designed and shipped one of Panorama's first user-facing AI features (Rails, Vue, TypeScript), which pulls the most useful findings out of large survey datasets, compares them to national benchmarks and past results, and links each back to its source data. Prompt quality was the big unknown, so got a working version into staging early and reviewed output with Product, Data Science, and Design for accuracy and neutral tone while the rest was built. Won over several large district clients that had been wary of AI.
- **AI-Assisted Development:** Used AI tools daily (mainly Cursor) to quickly learn unfamiliar systems and solve hard problems outside core expertise, such as race conditions and page-load timing. Planned big tasks with the agent first, then built them step by step, reviewing and testing each stage. For smaller ones, gave the agent detailed acceptance criteria and iterated on its draft.
- **Reporting Stability:** Panorama's integration layer for Qlik, a third-party analytics platform, was causing urgent sev-1 incidents more than four times a month. As incident commander, used AI to quickly learn how both the integration layer and Qlik worked under the hood. Stabilized the integration by combining redundant requests, cutting unnecessary traffic, and optimizing call ordering. That kind of incident stopped entirely, buying the team time to move to a more stable, predictable data layer, and engineering leadership called the work out as an innovative use of AI.
- **Enhanced Survey Reporting:** Co-led a full rebuild of Panorama's flagship reporting tool, a multi-quarter effort across two teams. Sequenced 5+ projects so both teams could work at the same time, and set up joint working sessions to keep them in sync. Got the pilot releases out on time and tech-led the first client-facing release.
- **Malloy Data Layer:** Led a high-risk project to build on the company's new, unproven Malloy data layer instead of Qlik. Checked the approach with subject-matter experts first. Since the data queries were the riskiest part, planned extra QA time that covered their overrun and kept the launch on time.

### Senior Software Engineer

*Epic Systems* | June 2014 – May 2022

- Built safety-critical clinical software across the stack, from M (MUMPS) database code to C#/.NET and TypeScript/JavaScript web front ends. Led usability studies and design reviews, and was the subject-matter expert for several clinical modules.
- **Vaccine Inventory Rebuild:** A major clinic customer was considering uninstalling Epic's vaccine inventory tool. Researched the options and proposed rebuilding it on Epic's more robust pharmacy inventory system, then pitched the plan to leadership on both teams. Led and mentored a growing team through the rebuild and personally wrote the data conversion and rollback tools. Shipped in February 2022 during the COVID-19 vaccine rollout; the customer praised the improvements, calling them "incredible." Also received Epic's 2020 Vision award for earlier COVID-19 vaccination tracking work.
- **Medication Record Web Migration:** Project lead for moving the outpatient medication administration record, one of Epic's largest projects, from a legacy front end to the web. Reworked data loading so each screen needs a single database call, speeding up load times, and designed and ran the usability study. Planned the QA process that caught 93 issues before release and owned the fixes.

### Assistant Director

*Insight Lab* | February 2013 – August 2013

- Managed lab staff, rebuilt the lab's science-education software, and built a staff management web app.

## Software Engineering Co-op

Goodrich ISR | March 2012 – August 2012

- Built software for national-defense systems under strict security procedures. Passed a federal background check and was recognized company-wide for security-procedure knowledge during a federal audit.

## SKILLS & TECHNOLOGY

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**Languages & Frameworks:** TypeScript, JavaScript, Ruby, Rails, Vue 3, Ember, Angular, C#, .NET, Java, Python, M (MUMPS), HTML, CSS, Sass, SQL and NoSQL databases

**AI / LLM:** AI-powered feature development, prompt engineering, LLM output evaluation and QA, multi-model evaluation and selection, AI-assisted development and debugging (Cursor daily; also Claude Code, GitHub Copilot, Windsurf, ChatGPT)

**Engineering:** Systems architecture, reactive SPA architecture, state management (Pinia), data fetching (TanStack Query), API development, Qlik, Malloy, GitHub, Codespaces, Docker, AWS, Git, diagnostic tooling and observability, usability testing and UX design

**Leadership:** Cross-team technical leadership, technical mentorship

## EDUCATION

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### Rochester Institute of Technology

B.S., Software Engineering (Usability), May 2014 • Magna Cum Laude • Minors: Psychology, Game Design

## CERTIFICATIONS

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**CAPM** — Certified Associate in Project Management, PMI (earned 2016)