

JOSEPH CAROTHERS

Senior Full-Stack Software Engineer

San Francisco, CA • joseph.samuel.carothers@gmail.com

josephcarothers.com • LinkedIn • GitHub

SUMMARY

Full-stack engineer who owns customer-facing products and AI voice-agent infrastructure from architecture through production. I build the platforms enterprises use to run roughly a million AI-driven phone interactions a month, and I work directly with customers — including a Fortune 100 financial institution — to take products from pilot to scaled production. Equally comfortable in React and TypeScript on the front end, Node services and orchestration logic on the back end, and the cloud, database, and conversational-AI systems underneath.

EXPERIENCE

Salient — Senior Full-Stack Software Engineer

2024 – Present

- Started by owning core customer-facing platform surfaces — user management, reporting, analytics dashboards, and human-in-the-loop compliance review — used by enterprise customers to monitor **~1M AI-driven phone interactions per month**.
- Spent several months on the AI voice-agent infrastructure team, contributing to conversational memory, interruption handling, speech timing, and orchestration logic powering **thousands of live customer calls daily**.
- Then led engineering for a **Fortune 100 financial services customer** over a nine-month engagement — adapting platform infrastructure (frontend apps, APIs, agent orchestration, SIP, databases) to run inside a highly restricted enterprise environment, and taking it from pilot to thousands of automated interactions per day.
- As part of that work, designed and built a bespoke monitoring and control platform end to end, giving the customer operational visibility, agent management, and compliance oversight tailored to their workflows.
- Now leading greenfield, self-serve product work — a **visual conversation-flow builder** for designing and managing AI agents, and an **AI-powered reporting builder** that generates custom reporting UIs on demand.
- Driving a new communication use case that expands the platform into channels like **SMS**.

Action Network — Software Engineer

Jul 2022 – Oct 2024

- Built customer-facing sports betting and engagement products for a **large consumer audience**, contributing directly to **revenue-generating experiences**.
- Created the design system and shared UI component library adopted across multiple products, speeding feature delivery and keeping UX consistent at scale.
- Built internal tooling for content planning and promotional workflows; led projects from technical design through deployment alongside product, design, and business partners.
- Improved performance and maintainability across frontend platforms using React, TypeScript, and Node.js.

CMDI — Client Representative & Front-End Developer

Apr 2020 – Jul 2022

- Built internal web apps and marketing platforms (Next.js, headless CMS) to manage client operations and customer data.
- Shipped production interfaces and prototypes from stakeholder requirements; supported **200+ client accounts** with onboarding, training, and technical support.

TECHNICAL SKILLS

Languages: TypeScript, JavaScript, SQL, Python

Frontend: React, Next.js, SolidJS, Tailwind CSS, HTML5/CSS3

Backend: Node.js, Express, Fastify, REST APIs

Databases: PostgreSQL, MySQL, MongoDB

Cloud & Infra: AWS (EC2, ECS, S3), CI/CD, GitHub Actions, CircleCI

Testing: Playwright, Cypress, Jest

AI & Automation: Conversational AI, LLM integrations, agent orchestration, prompt engineering

EDUCATION

Florida State University

B.S. Psychology, Minor in Business Analytics