Jacob Prudent

Engineering Lead, Telehealth Commerce

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PROFILE

Engineering lead with six years in software, four of them in telehealth commerce. Leads Telegra's Commerce team of six engineers plus QA, with product responsibility for the patient-facing platform: white-labelled storefronts, checkout, subscriptions and patient dashboards. Previously Director of Technology at Invigor Medical, a telehealth e-commerce company. Works specification-first, using AI-assisted development with human review of every change. Came to software from laboratory science.

EXPERIENCE

2026 – present

Telegra

US telehealth platform for clinics and brands · Remote / Kennewick, WA, USA

Commerce Team Lead

- Lead a six-person engineering team based in India, plus QA: write the specifications, plan the sprints, review and merge all code, and sit on hiring panels.
- Led the build-out of Telegra Commerce, replacing reliance on a WooCommerce plugin with an end-to-end platform tracked from storefront to fulfilment; specified the renewals engine the team built.
- Led the one-page checkout from specification to release; review caught four release blockers, including a security issue.
- Built a self-service tool to reprice and reissue invoices for closed billing periods, replacing manual corrections for clinic customers.
- Responsible for production: releases, incidents and data fixes.
- Set up the team's AI-assisted development workflow: specification-first tickets, and no merge until a person has reviewed the full change.

MERN (MongoDB · Express · React · Node.js) · TypeScript · Next.js · Redis · BullMQ · Stripe · AWS

Sep 2022 – Apr 2026

Invigor Medical

US telehealth e-commerce company

Director of Technology Jan 2024 – Apr 2026 · Pasco, WA, USA

- Primary technical owner across WooCommerce, Zoho CRM, EHR, e-prescribing and payment systems.
- Co-led the build of a React and Node.js prescription commerce platform integrating intake, payment and prescription routing.
- Built and maintained 15+ production automations for order routing, patient intake, billing triggers, subscription recovery and cross-system status sync.
- Implemented prescription routing by state, medication type and pharmacy capability.
- Designed delayed-capture payments so patients were charged only after a clinician approved the order, running Stripe and Authorize.Net side by side for resilience.
- Delivered executive reporting on revenue, cancellations and fulfilment.

Zoho (Deluge, Flow) · WooCommerce · WordPress · React · Node.js · Stripe · Authorize.Net · Segment · Metorik

Full Stack Developer Sep 2022 – Jan 2024 · Kennewick, WA, USA

Automated operations in Zoho Deluge; built a React/Node patient dashboard.

Oct 2020 – Dec 2021

Pathwright

US online learning platform · Remote

Full Stack Developer (contract)

Contract developer: built a hypertext parser and rich-text editor in React, TypeScript and Slate.js, and prototyped features for the product team.

Jun 2020

Lambda School

US coding bootcamp · Remote

Section Lead

Mentored eleven team leads, each supporting 5–12 students.

Aug 2017 – Sep 2019	**Earlier career** Microbiologist, Tyson Foods (Sep 2018 – Sep 2019); Research Assistant, Santa Cruz Biotechnology (Aug 2017 – Aug 2018).

EDUCATION

2016	BSc Biochemistry, Brigham Young University–Idaho (US)
Oct 2019 – 2020	Lambda School (US coding bootcamp), full-stack web development

SKILLS

Languages & frameworks	TypeScript, JavaScript, React, Next.js, Node.js, Express
Data & infrastructure	MongoDB, Redis, BullMQ, AWS, Docker, Jenkins
Payments & integrations	Stripe, Authorize.Net, EHR and e-prescribing, webhooks, REST APIs
Leadership & delivery	Agile delivery, specification writing, code review, stakeholder management, roadmap planning, incident management, AI-assisted development (Claude Code)