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Senior Software Engineer (Full Stack)

Neva is a VC funded startup created at The Hive in Palo Alto, CA solving one of the most challenging problems facing the modern connected enterprise: fixing customer service. Neva uses artificial intelligence (AI) and natural language processing (NLP) to automate issue management for users and incident management for agents.

The company develops virtual agents and a decision engine that integrates structured and unstructured knowledge within and outside enterprise systems to deliver instant, accurate support experiences customers love.

Neva's team of AI and NLP experts is developing cutting edge semantic parsing technologies to curate and consolidate knowledge across the enterprise. This knowledge graph forms the foundation of Neva's deep learning-based predicate reasoning engine.

In the future, all support will be delivered via interactive, autonomous agents accessible from interfaces like chat, voice, and video. Neva's product and vision have been recognized by leaders in the community as the catalyst that will finally make life better for everyone who has ever waited on hold, cursed into the phone, or received poor support from poorly-trained human agents.

About us:

We're a group of ambitious, hard-working, fun-loving engineers, ontologists, and data scientists committed to changing the world... one algorithm at a time. We're passionate about developing insanely great software and looking for others who share our vision and are ready for the adventure of a lifetime.

What you will do:

- Design and implement highly scalable systems and algorithms
- Design and implement innovative user interfaces
- Work closely with quality engineering, product management, and technical operations to develop, test, deploy, and operate high quality software
- Design and develop test cases and implement automated test suites

What we look for:

- Strong algorithms, data structures, and coding background
- Experience with **Java/Scala/Python/C/C++**
- Strong experience with JavaScript, especially modern MVC frameworks (Angular, React, etc.)
- Experience with HTML5 and CSS3
- Solid understanding of web technologies; HTTP, REST, OAuth, and asynchronous programming



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- Experience with AWS or similar cloud computing environments
- Experience with building RESTful webservice
- Experience with web infrastructure, data analytics, and distributed systems
- Disciplined approach to testing and quality assurance
- Experience with software engineering best practices (e.g. unit testing, code reviews, design documentation)
- Passion for open source and knowledge of the current and evolving ecosystem
- Prior experience in building NLP and machine learning based systems
- Prior knowledge or experience in Information retrieval is a plus

Ready for the most challenging, rewarding experience of your life? Join us!
careers@neva.ai.