

Professional Summary

Senior Software Engineer with over 10 years of experience building scalable, high-performance web applications for global enterprises in healthcare, finance, and eCommerce. Expertise in full-stack development with React, Node.js, and cloud platforms (Azure, AWS, GCP), delivering solutions that support 30+ millions of monthly engagements. Proven leader in driving Agile transformations, implementing CI/CD pipelines, and reducing bugs through automated testing. Passionate about clean code, mentorship, and delivering client-focused solutions.

Skills

- **Frontend** - React, Fluent UI, TypeScript, Babel, Webpack, Iodash
- **Backend** - Node.js, Express, Sequelize, RESTful APIs
- **Databases** - SQL, KQL, MySQL, Redis
- **DevOps** - Docker, Kubernetes, Azure, GCP, AWS, CI/CD, Git
- **Testing** - Playwright, Jest, Mocha, Jasmine, Sinon, TDD, BDD
- **Methodologies** - Agile, SCRUM, Microservices, Clean Code, SOLID

Work Experience

Microsoft / Nuance Communications - Senior Software Engineer Aug 2019 - Apr 2025

- Developed frontend code that is injected by clients as a 3rd party library to enable chat communications between customer and agent, customer engagement based on tailored business rules, and visitor and sales metrics.
- Developed code that is responsible for enabling 30+ millions of engagements a month, used by clients requiring high security in the healthcare industry, financial institutions, government agencies, and eCommerce. Code is required to integrate on all major browsers, phones, tablets, and native mobile apps, and adhere to accessibility standards.
- Scrum Master of a team of 15 people across three continents
- Serve as on-call engineer to help resolve critical production issues for clients
- Met with high profile clients from all continents of the world (Wells Fargo, Verizon, HMRC, Vodafone, etc) to help implement features or debug issues
- Work with QA teams to establish automated browser testing, locally, during CI/CD, and on real devices using Browserstack. This helped reduce our time spent on bugs by 90%, reaching a point of almost no regression bugs. Our automated Browserstack testing was also integral in helping us discover regression bugs in browser engines, and we were able to work with the Chromium and Safari teams to resolve their regressions.
- Analyze, create, and modify server logs to help debug issues that are hard to track and the client was not able to reproduce.
- Manually modify a large legacy production code base (hundreds of thousands of lines of code) to be compatible with newer bundlers such as webpack, to allow us to upgrade older packages, be able to use new packages directly from npm, stay up to date on security patches,

and support typescript, unit testing frameworks, new minifiers to reduce production size even further, and other features available in new bundlers.

- Set up bi-weekly meetings with team members for team building exercises. This helped make developers more comfortable with each other, and resulted in more daily participation from our global members. This made the team more open to asking questions of each other, and helping each other out.
- Enforce best practices for working with legacy code, requiring tests before and after code changes to increase confidence in behavior changes to sensitive code, reduce regressions, and allow for refactoring
- Promote Clean Code best practices with book discussions amongst new and existing team members to reduce code review times and reduce bugs
- Implement Coding Standards and related tools (Linting, code coverage) to reduce code review times and reduce bugs
- Held training sessions to help new and existing team members get familiar with basic and advanced unit testing, and unit testing best practices
- Nuance's Stackoverflow community manager. Encourage and increase internal Stackoverflow For Teams usage to help facilitate more cooperation between different teams and departments, help onboard new team members, document tribal knowledge
- Nuance Open Source Program Office. Collaborate with employees across the company to establish standards regarding open source usage and publication

Study - Artificial Intelligence / Machine Learning

Jan 2018 - July 2019

TZ Medical / Lead Software Engineer

Apr 2015 - Dec 2017

- Wrote documentation to comply with ISO, FDA and HIPAA regulations and standards such as: Software Development Plan, Software Architecture, Software Design Specifications and Requirements, Testing Requirements, Cybersecurity and specific medical software regulations according to our software type. Research existing registered patents to avoid infringements.
- Created mockups of the frontend and presented to stakeholders for feedback and further iterations.
- Code frontend interface using AngularJS and Angular Material based on our mockups, using AngularJS community best practices guidelines.
- Set up automated browser end to end testing based on our Software Requirements and Specifications documents.
- Set up automated execution of unit tests and headless end to end testing upon committing to Bitbucket using git hooks.
- Set up automated building of containers upon successful passing of end to end tests using git hooks. Successful builds were automatically uploaded to our Google Cloud Container Registry, which provided easy deployments directly from the Cloud and the ability to rollback or refer to previous builds on demand.
- Wrote backend Node.JS microservices to handle all server-side logic. Microservices used Semantic Versioning for better coordination of the stack.
- Set up MySQL databases, wrote schemas and automated migrations.
- Set up local and cloud Redis and PubSub.
- Wrote API documentation using Swagger / OpenAPI specifications and interface.
- Wrote backend input validation using JSON schemas.
- Daily SCRUM stand-up meetings with the team (4 people) to coordinate our daily efforts.

- Weekly meetings with the team to plan the following sprints and reassess our priorities and projections.
- Ensure completed features conform to our Definition of Done.
- Set up coding standards using linters.
- Enforced daily code reviews to enable continuous integration and delivery.
- Created user guides.

The Walking Company / Web Developer

Mar 2013 – Feb 2015

- Code new features and fix existing or outdated features both on the front end and the back end of the site.
- Rewrote our search engine to use the full-text algorithm, which provided more relevant results, reduced wait times by up to 15 times and increased conversions (as purchases) for users who searched from 8% to 11%.
- Manage a growing customer database (4 million+) for email marketing campaigns, and code and deploy these campaigns using relevant consumer behavioral data.
- Coded several automation scripts and web apps to be used internally within our team and by other departments, which helped eliminate errors and saved the company hundreds of hours.
- Created feeds to provide third parties our up-to-date data.
- Responsible for creating and updating high traffic pages (~800k visits a month) supporting new promotions and initiatives on a daily basis.

Saputo Design / Web Developer

Sep 2012 – Mar 2013

- Work with the design team to bring their approved designs to life with pixel-perfect accuracy.
- Write server-side code that gives the client full control of his / her dynamic content needs, keeping simplicity and functionality as a top priority.

Education

California State University, Northridge

Dec 2010

- Graduated with a Bachelor's of Science in Business Administration
- Option in Systems and Operations Management