Eli Jaramillo

Eli.Jaramillo74@gmail.com - (760) 550-3015 - www.elijaramillo.com

EDUCATION

University of California, Irvine - Irvine, CA   **Sep 2017 - Jun 2021**
Dual Degree
BA, Business Economics
BS, Informatics - specialization in Human-Computer Interaction

WORK EXPERIENCE

Capital Group - Irvine, CA
Solutions Engineer II   **Apr 2023 - Jan 2024**
Oversaw product optimization initiatives for internal talent development, impacting hundreds of associates.
- Spearheaded the expansion of a custom HR web application with a $1.3MM budget, saving nearly $1MM annually in operational costs and improving productivity by automating key processes.
- Managed the implementation of a new SaaS solution to enhance the 360 review process for a key internal group, boosting system usage by over 20% and response rates by 8%.
- Strengthened user experience by emphasizing user-centric design principles, leading to an over 80% satisfaction rate with the new system.
- Directed a project to streamline components of the 360 review process, saving 1000+ operational hours and $150K annually.

Solutions Engineer   **Aug 2021 - Apr 2023**
Drove the development of innovative HR solutions, refining operations and enhancing productivity.
- Delivered a custom full-stack web application, streamlining HR operational efficiency, which saved 5000+ hours and $750K annually.
- Led quality assurance and scenario testing for new HR software, reducing system errors to nearly 0% and cutting down report generation times from hours to minutes.
- Implemented Agile methodologies, lifting team productivity and reducing project delivery times by simplifying processes and promoting collaboration.
- Aligned technical teams and business stakeholders on project goals by acting as a key liaison and facilitating seamless communication.

PROJECTS

Siliconian Showdown
- Revitalized a popular online game, leading development and community engagement efforts that resulted in a 250% increase in account registrations.
- Fostered a robust online community, augmenting game features and user experience, which led to over a 100% surge in active community membership.

California Thrift Store
- Pioneered an e-commerce platform for a family business, translating user research into design improvements that increased website traffic by over 150%.
- Executed targeted marketing strategies, achieving a notable 8% click-through rate and optimizing the user journey to improve the conversion rate by 2%.

SKILLS & LANGUAGES

- Spanish (Native), Agile, Scrum, Jira, Confluence, Figma, Axure, Alteryx, Microsoft Office, Javascript, Python