Jio Calderon

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Education

University of California, Berkeley – B.A. Computer Science **May 2017**

Skills

- Programming Languages: JavaScript, Java, Python, SQL, PL/I, C++, Ruby, C
- Tools: Git, Unix, Maven, Gradle, Jenkins, Node.js, Express.js, Docker, Rails, Flask, Sinon.js, Cucumber
- Databases: MariaDB, MySQL, SQLite

Experience

ServiceNow – Santa Clara, CA **July 2020 - Present**

Software Engineer for Industry Verticals - Healthcare ***Javascript, Java, HTML, CSS***

- Developed EMR Help—a service request application for electronic medical records—resulting in a 25% reduction in clinician case resolution time and a 90% decrease in case capture time
- Led the development of applications addressing service request resolution for biomedical devices, facilities, IT, and environmental operations
- Automated patient management via Patient Support Services and Pre-Visit Management, delivering a secure and flexible platform for patients, administrators, and clinicians to efficiently manage patient care

Rocket Software – Campbell, CA **May 2018 - June 2020**

Software Engineer for Db2 Admin Object Compare Tool ***PL/I, ISPF***

- Redesigned table partition to support insertion operations, enabling more efficient object alterations
- Enhanced IBM Db2 Admin Tool functionality by supporting interfacing for Db2 Utility options within new Admin Tool frontend panels
- Devised version-specific functional limitations for Admin Tool modules in order to allow continuous delivery and customer-specified versioning

Projects

Rocket Build Hackathon Project ***Flask, Python***

- Acted as both developer and project manager to create an NLP model trained on Jira ticket descriptions, enabling query mapping to a ranked set of problem categories

Leaf Simulator ***C++***

- Repurposed a cloth simulator in order to simulate plants by reproducing lifelike tension, skeleton and force properties

Machine Learning Models ***Python, NumPy***

- Built predictive models from the ground up and applied them to the mNIST/SPAM datasets
- Visualized the impact of model parameters on accuracy, error rates, and processing speed