Jacob Gonos

Software Engineer

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Professional Experience

Donnelley Financial Solutions   11/2023 - current
Software Engineer

- Develop and integrate new features within an existing Angular application to enhance functionality and user experience across 6 Agile sprints.
- Designed and implemented .NET console application while adhering to test-driven development principles, reducing manual workload by 30% and improving process efficiency.
- Develop and standardize database schema for utilization in both console applications and web applications, ensuring efficient data management and compatibility.
- Modernize legacy .NET applications by upgrading them to the latest .NET version, ensuring compatibility, performance, and security enhancements.
- Developed monitoring systems for internal tools and databases, implementing automated notifications to alert teams via chat platforms when thresholds were exceeded, enhancing proactive issue identification and resolution.
- Identify and resolve issues within the codebase, addressing known or reported bugs to ensure optimal software performance.
- Conducted analysis of business requirements and generated 20+ comprehensive user stories, facilitating clear communication and alignment with organizational objectives.

Coupa Software   03/2023 - 11/2023
Assigned Support Engineer

- Assume the primary contact for support related topics for high priority customers or issues that are rated at high severity including 12 customers with custom SLA timer under the standard time limit.
- Provide updates to customers with ongoing high severity issues to maintain expectations during issue resolution.
- Coach employees on new troubleshooting techniques and communication best practices.
- Access codebase and perform code review on a case by case basis for advanced troubleshooting of software behavior in both application and API environments.
- Shadow software engineers colleagues to learn skills related to company tech stack in preparation for job advancement.
- Review and approve documentation submitted by other support engineers based on accuracy and relevancy which aided in the reduction of documentation up to 638 support written articles pending review.

Coupa Software   01/2021 - 03/2023
Technical Support Engineer

- Accurately diagnosed reported potential software bugs to provide meaningful, timely resolutions.
- Served as the primary point of contact for the support of owned solutions and products while keeping more than 95% of cases within defined communication SLA times.
- Disclosed technical information in clear terms to promote better understanding for non-technical users.
- Documented faults and bugs for referral to development staff for use in updates supported by SQL query results from the database and information logging from the application.
- Designed tailored solutions for customers based upon key requirements.
- Triaged customers reported issues and assigned them to team members for investigation while maintaining work distribution differences within 5 cases across all team members.

Education

B.S. Information Technology   01/2015 - 05/2020
University of Pittsburgh

Projects

Pokemon Interactive Map
Using HTML, CSS, JQuery, and XML, this project focused on collecting information on the first generation pokemon games and displaying it based on a select region of the in-game map.

Unity Game Development
Structured with Unity Game Engine and C# coding, I practiced and gained experience in software architecture and self-taught engineering principals.

Ruby on Rails
Setup a local ruby on rails environment cloned from the company GitHub to use during shadowing with internal software engineers at Coupa and for issue debugging when logging does not result in complete information needed.