

Jacob Gonos

Software Engineer

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Professional Experience

Donnelley Financial Solutions

November, 2023 - current

Software Engineer

- Design new features for existing software solutions or create new software to address business needs and enhance efficiency through creative problem-solving and teamwork
- Developed and implemented new features for a web application to manage custom job queuing using C#, TypeScript, ASP, and .NET, resulting in an improved user experience and reducing manual effort by 1-2 hours daily
- Implemented a feature allowing users to manipulate the order of a custom queuing system in an existing Angular application using ASP.NET Core for RESTful API endpoints, thereby eliminating the need for operations team intervention and reducing delays in customer escalation requests
- Designed and normalized a database schema enabling seamless interaction between a C# console application and an Angular UI, ensuring accurate tracking and manipulation of job queues
- Engineered a monitoring system for an internal tool and database using Agile methodology, automating notifications for threshold breaches and saving 1 hour per week on monitoring efforts while enhancing proactive issue resolution

Coupa Software

March, 2023 - November, 2023

Assigned Support Engineer

- Assumed 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
- Provided updates to customers with ongoing high severity issues to maintain expectations during issue resolution
- Coached employees on new troubleshooting techniques and communication best practices
- Accessed codebase and perform code review on a case by case basis for advanced troubleshooting of software behavior in both application and API environments
- Shadowed software engineers colleagues to learn skills related to company tech stack in preparation for job advancement
- Reviewed and approved 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

January, 2021 - March, 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

January, 2015 - May, 2020

University of Pittsburgh

Projects

Portfolio Website (github.com/JAG240/Portfolio)

- Utilized Unity game development as a hobby to delve into advanced coding concepts, subsequently creating a portfolio website using React and JavaScript to showcase projects and skills, resulting in a live platform detailing insights into my experience
- Employed CSS media queries to ensure website full responsiveness and JavaScript logic to toggle between light and dark theme