JAKE KUZNICKI – SR. SOFTWARE ENGINEER

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Summary

I am passionate about advancing my technical expertise and fostering collaboration within engineering teams. My goal is to contribute to an environment where innovation thrives, team members feel empowered to deliver quality solutions, and leadership is driven by creating value and inspiring growth.

Education

University of Michigan, Dearborn Dearborn, MI
Bachelor of Science in Computer & Information Science Graduation Date: April 2017

Skills

- **Cloud Platforms**: Azure (AI Studio), AWS, Google
- **Programming**: Go (Golang), TypeScript, JavaScript, Node.js, C#
- **Web & Mobile**: React, Angular, React Native
- **Development Tools**: CI/CD pipelines (Azure Pipelines/CircleCI), GitHub, Visual Studio Code, TFS/.JIRA
- **Problem-Solving**: Translating complex requirements into actionable solutions

Experience

Sr. Software Engineer

Rocket Mortgage – Detroit, MI | May 2019 – Present
- Mentored team members on best practices and professional growth.
- Led interviews to onboard top talent and provided feedback for feature design.
- Identified technical debt and developed roadmaps for resolution.
- Led technical solutions across multiple workstreams.

Software Engineer

Quicken Loans – Detroit, MI | June 2017 – May 2019
- Collaborated with agile teams to define and deliver work items in TFS.
- Delivered end-to-end solutions and ensured high software quality through code reviews.
- Mentored new team members and interns on the tech stack.

Key Projects

Rocket Assist (formerly Rockelle) | 2018 - Present
- Evolved Rockelle, the virtual assistant, into Rocket Assist, a multi-channel client interaction platform.
- Led the development of solutions for chat,and text interactions, revolutionizing how Rocket Mortgage communicates with clients.
- Designed and implemented AWS infrastructure and services to support Rocket Assist's scalability.
- Integrated features like lead submission, client authentication, and multilingual speech.

Rockelle – Virtual Assistant | November 2018
- Partnered with IBM Professional Services to deploy a chatbot solution.
- Replaced a static pre-chat form with an interactive assistant.
- Designed and implemented AWS infrastructure and services.
- Added features like lead submission, PITI payments, and client authentication.

Alexa Skill – Rocket Mortgage | November 2017
- Published a public Alexa Skill for clients to access basic financial information.
- Utilized AWS services, including API Gateway, Lambda, and CloudFormation.
- Added features like Lead Submittal, PITI Payments, and Mortgage Calculators to enhance functionality.
- Managed project delivery from concept to production, launching it on the Alexa Store.