Jake Ferrero

Driven professional with 5 years of experience seeking a software development position where I can utilize my programming skills and passion for innovation to deliver high-quality software solutions.

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Experience

JupiterOne

Technical Lead - Morrisville, NC   December 2023 - May 2024
- Led a team of engineers in developing and maintaining the company's most profitable integration
- Worked with cross-organization teams to identify innovation, prioritize work, and set deadlines
- Created a tool that significantly reduced development overhead and enabled rapid creation of new integrations

Software Engineer   April 2022 - December 2023
- Built NodeJS integrations to connect third-party products, enabling customers to visualize asset data and relationships in a unified graph
- Implemented event-driven ingestion in our largest integration, enabling real-time updates of customer assets - a first for the company
- Served as incident commander during emergencies, diagnosing root causes, deploying fixes, and presenting mitigation strategies to stakeholders
- Introduced standardized observability with New Relic, improving product health insights and accelerating emergency responses

Genesys

Software Engineer - Morrisville, NC   December 2018 - April 2022
- Developed the RESTful API responsible for serving and maintaining integrations inside Genesys Cloud
- Delivered a microservice written in Typescript that allowed for rapid integration of customer applications inside the Genesys Cloud platform
- Migrated our API to a fully serverless architecture, cutting cost and deployment times while maintaining millisecond response times and high availability
- Ensured the team's services were FedRAMP compliant and appropriately handled PII and sensitive data

Oracle

Cloud Development Co-op – Morrisville, NC   May 2016 - December 2016
- Developed a cloud-based platform in Go that delivered Environment-as-a-Service to customers
- Created GitLab Continuous Integration pipelines that reflected a production environment for testing automation

Education

North Carolina State University   August 2013 - December 2018
Bachelor's Degree, Computer Science
Minor, Japanese Language
GPA: 4.0, Rank 1

Technical Skills

- **Languages & Environments**: Advanced proficiency in TypeScript, JavaScript, and Node.js
- **Cloud Services**: Deep knowledge of AWS services (Lambda, EC2, DynamoDB, S3, ECS)
- **Architecture & APIs**: Proven experience with microservice architecture and designing RESTful APIs
- **Frontend Development**: Familiar with React.js, Next.js, and modern frontend design principles
- **Database Technologies:** Experience with SQL and noSQL databases (DynamoDB, MongoDB, Redis)
- **Automation & CI/CD**: Experience with Docker, Terraform, Jenkins, Git, and testing automation