

## Summary

Full-stack Software Developer with 3+ years of experience designing and implementing scalable applications in C#/.NET, SQL, and React. Skilled in building and optimizing RESTful APIs, cloud-based services, and customer-facing solutions, with a strong focus on performance, reliability, and usability. Experienced collaborating across teams to deliver impactful SaaS products, streamline integrations, and improve user experiences. Passionate about applying technology to create modern, engaging client solutions.

## Skills & Abilities

**Languages & Frameworks:** C#, .NET, React, TypeScript, JavaScript, Node.js, SQL, MongoDB, HTML, CSS

**Cloud & DevOps:** Jenkins, Kubernetes, Bitbucket, Sourcetree, CI/CD pipelines

**APIs & Databases:** RESTful APIs, GraphQL, SQL optimization, MongoDB

**Testing & Tools:** Jest, Moq, Postman, Insomnia, Dynatrace

**Other:** Kafka, Swagger

## Experience

### Full Stack Software Developer, C.R. England

May 2022 – Aug 2025

- C# / .NET / React / TypeScript / Tailwind CSS / Node / SQL / MongoDB / Kubernetes / Bitbucket / Jenkins / Kafka / Jest / CI/CD
- Designed, developed, and maintained RESTful APIs in C#/.NET, supporting over 10,000 daily interactions, with sub-300 ms response times.
- Partnered with cross-functional teams to implement customer-facing SaaS features, enhancing client satisfaction and engagement.
- Improved data visibility with SQL outbox connectors, reduced memory usage by 40%, and ensuring uninterrupted service during high-volume loads.
- Delivered reusable React and TypeScript UI components that streamlined integration with backend services, and reduced front-end development time.
- Developed and maintained unit tests with Jest and Moq, achieving over 80% code coverage and boosting system stability.
- Collaborated with engineers and product managers to deliver new features and improve the end-user conversational experience.

### Technical Support Specialist, GoHealth

Sept 2019 – Mar 2022

- Supported health insurance clients by providing technical assistance, reporting, and data analysis to improve customer experience.
- Generated reports to measure team productivity and ensure optimized client support processes.
- Gained experience in data entry, analytics, and Excel reporting for operational decision-making.

## Education

- **University of Utah** – Full Stack Development Certificate Aug 2024 – Feb 2025
- **Udemy** – C# Master Class Aug 2022 – Jan 2023
- **Pega CSA Course** – Pega Systems May 2022 – Jun 2022
- **Salt Lake Community College** – General Studies Jan 2018 – Jun 2021



To Whom It May Concern,

I am pleased to recommend **Keaton Jones**, who has served as a Software Developer in my organization for over three years. During this time, Keaton has consistently demonstrated both technical excellence and an exceptional ability to collaborate across teams.

Keaton is a highly skilled polyglot with strong knowledge and demonstrated proficiency in **C# development, Docker containerization, MongoDB, SQL Server, ReactJS, NodeJS, and other UI frameworks**, as well as significant experience with the **Atlassian suite of cloud applications**. His versatility allows him to move seamlessly between back-end and front-end development, making him an invaluable contributor to complex, full-stack projects.

In addition to his technical capabilities, Keaton brings **contagious enthusiasm and positive energy** that elevates the teams he works with. He approaches challenges eagerly with creativity and determination, and his proactive problem-solving has been instrumental in delivering several key initiatives within our organization.

Beyond his individual contributions, Keaton fosters a collaborative environment by openly sharing knowledge, mentoring peers, and driving best practices across our development efforts. His ability to balance technical depth with effective communication makes him a strong partner for both technical and non-technical stakeholders alike.

I am confident that Keaton will be a tremendous asset to any organization that is fortunate enough to have him on their team. He has my highest recommendation.

Sincerely,

Thomas Casselberry

Director, Software Development | C.R. England, Inc.

Information Technology, Systems Development