Carlos Santiago

Front-End Software Engineer & Product Designer

Education

- **Project Management Institute** — Certified Associate in Project Management (CAPM)® • January 2025
- **Thinkful** — Software Engineering Bootcamp • Mar 2018 - Dec 2018
- **Roosevelt University** — Master of Business Management (MM) • Jul 2012 - Jul 2014
  Bachelor of Science in Graphic Design - (BASc) • Jul 2010 - Jul 2012

Experience

Dais Technology-Acquired by Origami Risk   Jan 2024 - Sep 2024

Senior Front End Software Engineer

- Rewrote from Vue2 to Vue3 a PDF mapping application focused on Microsoft Word, leveraging its advanced capabilities to further automate data ingestion for new clients.
- Developing the UI for a versioned insurance product management system, enabling seamless compilation and deployment of insurance products across platforms.
- Collaborated with stakeholders to implement scalable, user-friendly solutions while maintaining alignment with business objectives and regulatory standards.

Project44   Jul 2021 - Nov 2023

Senior Front End Software Engineer

- Led UI development within the IAM domain, coordinating with teams across India and the US.
- Unified user management and tenant management UIs by consolidating features from Fjord and US data lake platforms, reducing duplication and enabling seamless user experiences for enterprise clients.
- Architected a NestJS module integrated with Kong API Gateway, enhancing security with encoded permissions used to standardize RBAC across teams.

Dais Technology-Acquired by Origami Risk   Dec 2018 - Jan 2021

Front End Software Engineer

- Architected and developed the Front-End and UX/UI for a PDF mapping application, leveraging AWS OCR technology to automate data ingestion for new clients.
- Collaborated across teams using both React (platform team) and Vue (Internet of Insurance team), leveraging expertise in both frameworks.
- Contributed to the development of Agency Storefronts and Agency Copilot, a cloud-based submission platform. These solutions empowered insurance agents to provide enterprise-grade digital customer experiences, optimized workflows, and improved data accessibility for agencies.

SpotOn   Apr 2016 - Sep 2018

Lead Product Designer

- Led design strategy for a major product revamp when SpotOn transitioned from Marketing to Payments, redefining the user experience to align with new business goals, streamline workflows, and support the adoption of payment processing features.
- Collaborated with Front-End teams to develop and implement a scalable design system using React and SCSS, driving efficiency and consistency across projects.

I am a U.S. citizen, I do not need a work visa.

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Experience - continued

Peapod Labs

Senior Product Designer

- Redesigned the iOS application by leveraging data analysis, customer interviews, and user research to deliver a modern, user-centered shopping experience.
- Collaborated with engineers across platforms to develop features such as personalized recommendations, streamlined reordering from past purchases, and integration of digital coupons with Apple and Google wallets.
- Partnered with engineering teams to create animations and micro-interactions, adding moments of delight to elevate the typically transactional nature of grocery shopping.

Multiple Companies

Mar 2012 - Mar 2015

Freelance UX Designer

- Collaborated with high-profile clients, including **CAHG, Critical Mass, Abelson Taylor, Sears Holdings, August Jackson,** and **Columbia Records,** to deliver compelling digital and physical designs that elevated brand presence, engaged diverse audiences, and supported key business objectives.
- Conducted user research and usability testing to inform design decisions, ensuring alignment with client goals and user needs.
- Designed and prototyped interactive experiences that enhanced user engagement and ensured consistent brand representation across various platforms.