

# Luis Quiroz Viveros

San Antonio, TX | Relocating to Boston, Spring 2026

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## WORK EXPERIENCE

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### USAA | San Antonio, TX

Software Engineer II

November 2024 - Present

- Developed full-stack modernization solutions for high-traffic claim intake across Property & Claims applications, including roadside assistance, glass replacement, and auto claims serving thousands of members monthly.
- Developed Java Spring Boot RESTful APIs on AWS infrastructure, replacing legacy systems to support high-volume claim processing.
- Developed React.js user interfaces to streamline claim submission workflows and improve user experience.
- Integrated third-party APIs, managing payload transformations and cross-platform data synchronization.
- Implemented observability solutions using Datadog and Grafana, creating dashboards and logging infrastructure that accelerated incident detection and resolution.
- Collaborated with product owners and cross-functional stakeholders to translate business requirements, policy updates, and legal changes into technical specifications, user stories, and production-ready features.

### General Motors | Austin, TX

Backend Software Developer

January 2022 - March 2023

Cloud Platform Software Developer

March 2023 - June 2024

- Executed end-to-end migration of legacy Java applications to Azure, maintaining system availability with zero service disruption.
- Developed and maintained Java-based RESTful APIs and microservices that handled high traffic volumes during peak demand periods.
- Implemented automated CI/CD pipelines using GitLab CI and Backstage templates, improving deployment consistency for Azure-based microservices.
- Optimized database performance via SQL query tuning and indexing, reducing query response times across PostgreSQL, Oracle, and Azure SQL databases.
- Developed migration playbooks and support protocols that decreased post-migration issue resolution time by 30%.

## TECHNICAL SKILLS

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- Programming: Java, JavaScript, Python, Bash/Shell Scripting
- Frameworks & Libraries: Spring Boot, Quarkus, React.js
- Databases: PostgreSQL, Oracle, Azure SQL Database
- Cloud Technologies: Azure (Event Hubs, Service Bus, Azure SQL, Redis, Keyvault, Blob Storage), AWS (EKS, ElastiCache, KMS)
- DevOps Tools: GitLab CI, Docker, Kubernetes, Helm, Git, Datadog, Grafana
- Agile Methodologies: Scrum, User Story Creation, Task Breakdown, Sprint Planning, SAFe
- Testing: Unit Testing (JUnit, Mockito), Integration Testing, Mutation Testing (PIT), Postman, Cypress

## EDUCATION

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### Texas State University

Bachelor's of Science in Computer Science | Minor in Mathematics

December 2021