

# Jaime Salgado

Software Engineer

## SUMMARY

Creative, detail-oriented, full-stack software engineer with a deep interest in innovation and social justice. I love collaborating with a team and building technology that is impactful and inclusive.

## WORK EXPERIENCE

### Software Engineer at 100Devs | Chicago, IL

October 2020 — Present

- Collaborated with a team of developers to build modern and responsive web applications using best practices
- Built semantically structured full-stack web applications
- Applied agile methodologies like SCRUM for project management

#### Recent Projects:

**Mexico's Pueblos Magicos (Fullstack Web App)** – Web application that helps travelers discover Mexico's Pueblos Magicos (Magical Towns). Users are able to select their destination airport and are provided with a list/photos of nearby Magical Towns. Built with Node.js, express, EJS, JS, Mongoose, CSS, and MongoDB

**Breakfast Club (Fullstack Web App)** – Web application that allows users to share what they had for breakfast. (A social media app for your food!). Built with Node.js, express, EJS, JS, Mongoose and MongoDB

**Other Projects:** Web App with NASA API integration, Web app with cocktail API integration, Restaurant website, and counting

### Claims Resolution Specialist at Screenshot Inc (2015-2021) | Chicago, IL

January 2020 — March 2021

- Lead a Pilot program to eliminate delays in file handling with potential savings of 13% for carriers in storage fees
- Identify opportunities for improvement in standard operating procedure
- Communicate with clients and account management to ensure continued account health and growth on key accounts

#### Quality Assurance Team Leader:

February 2018 — January 2020

- Ensured QA auditors maintain productivity and monthly audit goals by completing 598 individual call and file audits on average for company's call center
- Collaborated alongside multiple departments to drive contact center productivity, process refinement, and company-wide goals
- Improved company call center's key metrics by 7% within a year

### AmeriCorps Member, at Northwestern Settlement | Chicago, IL

September 2014 — August 2015

- Organized service oriented projects to increase volunteerism throughout the community, recruiting over 97 adult volunteers and 150 participants
- Managed communication, including bilingual conferences, with parents, co-teachers, and administrators to identify and resolve students' behavioral and academic challenges

## CONTACT

[jsalg10@gmail.com](mailto:jsalg10@gmail.com)

[Portfolio](#)

[Github](#)

[Linkedin](#)

[Twitter](#)

## SKILLS

HTML

CSS

Javascript

React

Node

MongoDB

Git

Github

OOP

Web Accessibility

## EDUCATION

UIUC

2008 - 2012

Major: B.S in Psychology