

# SALIL MONGA

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## SOFTWARE ENGINEER

Disciplined, goal-oriented software engineer with experience creating high-quality code that is well documented, meets dynamic business requirements, and designed to be understandable to other developers. A proven problem solver with engineering acumen, business drive, and strong customer relations, excelling in guiding cross-functional technical teams through challenging programs to achieve strategic goals within defined scopes and budgets. Hands-on experience developing in AWS Cloud Services and full software development lifecycle, including analyzing business requirements, application design, implementation, and testing. Core competencies include:

**Front-End Software Development | Back-End Development | Agile Project Management | Codebase Enhancement | Component Restructuring | Framework Development | SDLC | Cybersecurity**

## PROFESSIONAL EXPERIENCE

### **LIBERTY MUTUAL INSURANCE, Columbus, OH**

#### **Software Engineer**

**1/2023 – Present**

Supported and drove decision-making of tech stack for WebApp Project that unified 3 distinct applications of separate codebases and packages into 1, enhancing development efficiency and ensuring a unified user experience.

- **Modern Technology Implementation:** Utilized React, Typescript, Node.js, and Jest to achieve a contemporary and user-friendly interface for viewing the claims for customers, paired with GraphQL queries and Apollo caching for data manipulation, to create a seamless and coherent user experience. This reduced the developer effort, from 15 developers needed to develop and maintain to just 4 developers.
- **Team Leadership and Contractor Onboarding:** Successfully integrated contractors into our team within one month, equipping them with proficiency in Typescript, and React, and the autonomy to manage their tasks.
- **Rapid Development and Deployment:** Collaborated to achieve the successful transition of the Convergence Project from inception to production within a six-month timeline utilizing Splunk and Datadog to keep track of any issues that crept up. The turnaround time for a bug was reduced from several hours to 30-45 mins.
- **High-Velocity Team:** Significantly increased team velocity to become one of the organization's highest performers by adopting an agile mentality and a fail-fast, fail-forward approach, achieving a remarkable less than 5% overall error rate in 30k calls per day. This initiative resulted in ongoing improvements to the codebase, strategic component restructuring, and the successful delivery of a robust solution.

### **STATE AUTO INSURANCE (acquired by Liberty Mutual - August 2022), Columbus, OH**

**2021 – 2023**

#### **Software Engineer**

**10/2021 – 1/2023**

Supported First Notice of Loss Portal Development and Customer-Centric Solutions: Built a user-friendly portal using React, Typescript, and Node.js, enhancing customer service at State Auto Insurance with an intuitive interface.

- **Agile Middleware Integration:** Implemented Python middleware to ensure efficient data management and communication between the user interface and AWS DynamoDB to reduce the data fetching time.
- **Improved Workflow:** Introduced user-centric features which fostered user independence and accelerated claims processing. This strategic optimization significantly reduced the need for staff intervention, resulting in substantial cost savings of \$1.25M that year, with only 1 in 7 claims requiring human review.

#### **Summer IT Intern (Full-time)**

**5/2021 – 10/2021**

Supported WebApp Project: Developed and fixed bugs on the Submit-a-Claim portal utilizing React and Python.

- **AWS Experience:** Pioneered the implementation of key AWS services including S3, Lambdas, API Gateways, and CloudWatch, making our team the first to embrace AWS practices. Led the creation of comprehensive documentation, facilitating seamless integration for other teams and enabling a broader transition of the entire IT department towards AWS.

## LEADERSHIP & INVOLVEMENT

- Initiated, led, and organized a company-wide networking event featuring the CTO as a keynote speaker, to foster cross-departmental connections and improve inter-departmental understanding. The event successfully brought together over 100 people to achieve these objectives.
- Championed cybersecurity initiatives within a multi-team journey by collaborating with the global cybersecurity team to promote enterprise-level security to product teams. Established a proactive program that empowered developers, with comprehensive steps, to mitigate security issues leveraging tools such as Depandabot, Liberty's policies, and security dashboards.
- Actively participated in community service by volunteering at the Mid-Ohio Food Bank, helping to address food issues in the region.

## EDUCATION

### **Bachelor of Science (BS) in Computer Science & Engineering**

The Ohio State University, Columbus, OH

## TECHNICAL EXPERTISE

**Development & Programming:** JavaScript (React, Node.js), TypeScript, Python, AWS, CSS

**Tools & Frameworks:** Storybooks, Jest, Jira, Splunk, Datadog, JFrog, Bamboo, Git, Jenkins