James E. Torres

Software Engineer

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📍 Providence, RI

EXPERIENCE

Staff Software Engineer

InsureMyTrip

01/2016 - 01/2024

- Led the successful design, planning, and implementation of project which added functionality for sending post-sale insurance policy updates to various travel insurance partners API's. This simplified maintaining data parity between systems (a process done manually) and reduce mean time to resolution for customers requesting changes to their insurance policies.

- Created a proprietary PHP package/library to interact with third-party service to replace legacy system for flagging orders made by potentially sanctioned individuals at point of sale. This Improved accuracy and ease of resolution for users tasked with denial or approval of sale.

- Led the effective design, preparation, and creation of new API's and discrete services for generating a quote for travel insurance policies, storing and retrieval of quotes, order processing, and handling payments, while preserving backwards compatibility with monolithic code base.

- Identified and closed gaps in our critical rate-testing tooling by creating a new Python CLI tool that generated plan-specific permutations of insurance plan quoting data which significantly reduced customer-facing pricing errors and manual intervention required by the support and finance teams.

- Worked directly with senior leadership on behalf of the engineering team, reviewing the yearly roadmap, providing clarity, estimates, and translating business requirements into engineering initiatives.

- Designed, and implemented new data-entry framework allowing non-software engineers a means to enter insurance pricing data in a structured format, reducing delivery time of travel insurance policies for sale on website, and increasing availability of engineers on other engineering initiatives.

- Fostered a culture of writing documentation and creating training videos which improved understanding of and streamline business and system processes. Maintained coding standard document and incorporated code formatting rules for local development and CI pipelines.

Tech Lead

Precision Design Studios

08/2014 - 12/2015

- Led workshops with clients on use of Demandware's business manager interface.

- Led and implemented projected features, and integrate third party plugins for clients' e-commerce websites.

- Provided estimates, solutions, and paired programmed with peers.

SUMMARY

Full-stack software engineer with a preference for Back-end technologies and APIs. I am well organized, detail-oriented, eager to improve my technical and soft skills, and excited to learn from and teach others. I am looking to join a team of motivated people who care about building great software and improve user's experience.

SKILLS

Languages: Python, PHP, Ruby, HTML, CSS, Typescript, JavaScript, Go

Frameworks: Flask, Vue, Svelte, React, Ruby on Rails, Symfony, PHPUnit, PyTest, Cypress, Tailwindcss

Tools & Platforms: Docker, Git, AWS (Lambda, API Gateway, Secrets Manager), SumoLogic, Grafana, JIRA, Elasticsearch

EDUCATION

Computer Science

Rhode Island College

2014 Bachelor of Arts

- Received Departmental Honors in Computer Science

- Presented thesis at Nineteenth Annual Consortium for Computing Sciences in Colleges Northeastern Conference

- Thesis: GRAPH-ENE: A Web-based Graphing Program for Building and Manipulating Graphs

General Studies

Community College of Rhode Island

2011 Associates of Arts