

# Craig Citro, Developer

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**Github:** <https://github.com/ccitro/> | **LinkedIn:** <https://www.linkedin.com/in/craig-citro/>

SUMMARY	Software Architect with 18+ years building enterprise systems at scale. Expert in full-stack development, from mobile apps to distributed backend services. Passionate about software and eager to learn, grow, and embrace new challenges and technologies.	
EDUCATION	<b>University of Illinois at Urbana-Champaign</b> Bachelor of Science - Computer Engineering	2004
SKILLS	<b>AI/ML:</b> OpenAI, LLM, Real-time Streaming <b>Frontend:</b> TypeScript, React, JavaScript, Tailwind CSS, Svelte, HTML5/CSS3 <b>Backend:</b> Node.js, PHP, Python, Go, C# <b>Mobile Development:</b> Android, Kotlin, Jetpack Compose <b>Database &amp; Infrastructure:</b> MariaDB, MySQL, Redis/Valkey, Oracle, SQLite <b>DevOps &amp; Cloud:</b> Docker/Docker Swarm, GitLab CI/CD, Nginx, Linux, SSL/TLS <b>Payment Systems:</b> Stripe, PCI Compliance, EMV/NFC, Payment Tokenization, Fraud Detection	
EXPERIENCE	<b>Abt Electronics</b>   Principal Software Engineer <a href="https://www.abt.com">https://www.abt.com</a>  Largest independently-owned, single-location retailer of electronics, appliances, and home goods in the USA. <ul style="list-style-type: none"><li>◦ Pioneered AI/ML Service Analysis system using frontier LLMs, reducing diagnostic time and processing 100,000+ service tickets with automated troubleshooting and part ordering</li><li>◦ Led continual development of Android fleet application through 350+ releases, integrating Stripe payment processing and real-time GPS tracking for 6M+ deliveries, reducing paper usage by 95%</li><li>◦ Implemented 10+ payment integrations (Stripe, Affirm, FreedomPay, finance, and more) processing billions of dollars in transactions with PCI-compliant tokenization and fraud detection</li><li>◦ Migrated critical systems from MySQL to MariaDB with Redis clustering, improving query performance by 40% and supporting increased daily transactions</li><li>◦ Developed AI-powered content generation tools for SEO optimization and product descriptions, generating 10,000+ unique product descriptions and improving organic search</li><li>◦ Built real-time vendor API integrations with Whirlpool, GE, Samsung, and 7+ other manufacturers, automating inventory management for 100,000+ SKUs</li><li>◦ Architected and deployed Orchestrate, a comprehensive Docker orchestration platform with GitLab CI/CD integration, improving developer productivity with on-demand dev/qa environments</li></ul>	2014 — Present

**Abt Electronics** | Senior Software Engineer

2012 — 2014

- Developed an in-house Android application used by Abt's delivery and service fleets using Java, Kotlin, SQLite/Room, and Compose
- Built a custom Point of Sale system (POS) used for sales and service using PHP, Typescript, React, and Oracle
- Implemented several payment solutions such as payment gateways, EMV, NFC, PayPal, Affirm, Synchrony, Bitcoin, and more

**Abt Electronics** | Software Engineer

2008 — 2012

- Led migration of years of legacy code to Git version control, establishing branching strategies and deployment processes adopted by 20+ developers
- Integrated credit card reading devices with point of sale system using C# and JavaScript
- Developed new featured for ecommerce website such as search, filtering, fulfillment, and discounts using PHP and jQuery

**L&L X-Ray Service** | Operations Manager

2004 — 2008

Lead the development of the growing digital imaging division of this leading X-ray service and repair company

- Created a PACS (picture archiving and communication system) using PHP, HTML, Javascript, MySQL and C#
- Designed an inventory management system that interfaced with barcode scanners
- Created a sales lead tracking system

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**PROJECTS****AI-Powered Service Analysis Platform**

- Integrated frontier LLMs with custom prompts achieving improved accuracy and efficiency in problem diagnosis
- Built real-time streaming architecture delivering AI responses with Server-Sent Events
- Processed 100,000+ service tickets, reducing average diagnostic time from 15 minutes to seconds
- Implemented intelligent caching layer reducing API costs while maintaining response quality

**Orchestrate - Container Orchestration Platform**

- Architected using Node.js/Bun backend and React frontend with real-time WebSocket updates
- Automated SSL certificate management with Let's Encrypt integration and auto-renewal
- Built workspace-based architecture supporting multiple services across dev/staging/production
- Integrated GitLab API for seamless CI/CD pipeline management and source control

**Abt Fleet Android Application**

- Android app written using Kotlin and Compose; backend written in PHP and MySQL
- Replaced a the costly and time consuming system of printing tickets for every stop
- Allowed drivers to visualize their routes in both list and map styles, and record their progress throughout the day
- Tracked the driver's location throughout by logging over 500 million GPS updates, and created map visualization tools for customer service and managers

- Improved the information available about Abt deliveries by capturing over 14 million photos, and additional data such as waivers, and digital notes and signatures

#### **Enterprise Point of Sale System**

- Built with TypeScript, React, and PHP backend, handling \$500M+ in annual sales
- Integrated 15+ payment methods including EMV, NFC, Affirm, Synchrony with PCI compliance
- Achieved sub-second response times during peak holiday traffic (1000+ transactions/hour)
- Created intelligent product recommendation engine increasing average order value

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AWARDS

**Employee of the Year**  
Abt Electronics

Dec 2013