

NELLIE CORDOVA

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SUMMARY

Software Engineer with experience building and maintaining backend services and internal applications for production systems. Worked across the SDLC on API-driven workflows, production support, and internal tooling. Focused on clear documentation, reliable delivery, and collaboration with cross-functional teams.

SKILLS

- **Backend / Systems:** REST/JSON APIs, FastAPI, Spring Boot, Git, CI/CD (Jenkins, Maven), Docker, Linux, testing (JUnit, Cucumber)
- **Languages:** Python (primary); Java, SQL (past production use); R, C++ (academic).
- **Data & ML:** PyTorch, scikit-learn, pandas, NumPy, Transformers, RNNs/LSTMs, text classification, language modeling
- **Tools & Other:** Postman, SOAP UI, JMeter, IntelliJ, VS Code, JIRA, Bitbucket, Confluence; bilingual (English/Spanish)

PROFESSIONAL EXPERIENCE

Software Engineer | JPMorgan Chase & Co. | Tampa, FL

06/19 - 06/21

- Contributed across the SDLC for Java-based microservices on a real-time payments platform, supporting feature development, testing, documentation, and production readiness under established architectures.
- Worked with existing REST APIs and messaging systems to validate service interactions, troubleshoot issues, and support integration testing with partner teams.
- Provided production support (incident triage, root-cause analysis) and maintained runbooks and remediation documentation to improve recovery time and knowledge sharing.
- Built and executed automated and functional tests (JUnit, Cucumber, Postman, JMeter) to validate service behavior, integrations, and release readiness.
- Participated in code reviews and agile workflows, delivering regular status updates and collaborating with team members to support reliability and long-term maintainability.

Developer - Salesforce CRM | JPMorgan Chase & Co. | Tampa, FL

06/19 - 06/20

- Developed and maintained custom Salesforce CRM features, translating stakeholder requirements into schema changes (objects, fields, relationships), UI updates, and documented implementations.
- Implemented platform integrations and workflow automation, aligning data models with application behavior & reporting needs.
- Modified and supported a custom Visualforce UI, mapping new data entities to UI components and coordinating changes with non-technical stakeholders to ensure correctness and usability.

PROJECTS

- **CRM & Ticketing System:** Designed and implemented internal-facing FastAPI-based system with a lightweight UI, emphasizing clean API design, request/response contracts, and UI-API separation. Implemented basic CRUD workflows & Dockerized the application for reproducible deployment.
- **RAG Service with Guardrails:** Built a FastAPI service exposing retrieval and answering endpoints with strict Pydantic contracts, hybrid search, and rule-based guardrails, focusing on API design and service robustness.
- **Distributed File Service:** Implemented a client-server file service using gRPC, multithreading, and shared memory, supporting concurrent file operations with synchronization and fault handling.

EDUCATION

M.S., Computer Science (Machine Learning) | Georgia Institute of Technology | Atlanta, GA

09/22 - Present

Relevant Coursework: Operating Systems, Computer Networks, Deep Learning, NLP, Reinforcement Learning, Network Science, HCI.

B.A., Mathematics (Minor: Computer Science) | William Paterson University | Wayne, NJ

09/16 - 05/19

Honors: Magna Cum Laude | Pi Mu Epsilon (National Mathematics Honor Society)

CERTIFICATIONS

AWS Certified AI Practitioner | Amazon Web Services (2025-2028)

Group 2: Social/Behavioral Research | CITI Program (2024-2027)