

# Immanuel Monroe

immanuelmonroe@gmail.com | github.com/immonroe | immanuelmonroe.netlify.app/

## Experience

### Software Engineer, Resilient Coders – Philadelphia, PA

Feb 2025 – Present

- Implemented secure image upload and storage capabilities using Multer and Cloudinary, enabling users to attach visual evidence to real-time incident reports.
- Engineered secure backend authentication and authorization flows using Passport.js and bcrypt for password hashing, leveraging custom middleware to streamline user session management and access control.
- Proposed and implemented a dynamic map interface unifying geolocation and weather data from disparate APIs, significantly increasing user engagement and click-through rates on map features.
- Streamlined backend performance by implementing a custom data filter to eliminate duplicate API responses, reducing page load times by 30% and enhancing data integrity and application responsiveness.
- Proactively diagnosed and resolved a critical dependency misconfiguration that prevented local environment builds for team, restoring development stability and maintaining 99.9% uptime.
- Developed a user-centric analytics dashboard transforming raw user data into insightful visualizations (streaks, trends, usage patterns) leveraging Chart.js, significantly enhancing application engagement and user experience.

### Software Engineer, Contract – Philadelphia, PA

Jan 2025 – Present

- Developed a full-stack web platform for videographer portfolios, optimizing media streaming for seamless UX.
- Streamlined lead generation via secure backend APIs and custom forms, improving client inquiries by 20%.
- Ensured platform availability by managing end-to-end deployment and implementing CI practices.

### Application Support Specialist, InformData – Remote

Feb 2024 – July 2024

- Implemented modernized error tracking and client feedback system, reducing resolution time by 10%.
- Diagnosed critical error in ticket credit allocation logic, restoring accurate vendor metrics and increasing satisfaction.
- Resolved page crashes caused by relational database null values, increasing system uptime and team productivity.

### IT Support Analyst, CAI – Remote

Dec 2021 – Feb 2024

- Streamlined IT operations using ServiceNow, reducing ticket handling time by 10% thus enhancing user satisfaction.
- Configured network infrastructure (VPN, VMs, Active Directory, Azure), reducing onboarding cycle duration by 15%.

## Skills

**Language:** HTML, CSS, JavaScript, TypeScript, Python, SQL, Java

**Database:** Node.js, Microsoft SQL Server, Firebase, SQLite, PostgreSQL, MongoDB

**Frameworks/Libraries:** React, Express.js, Node.js, Spring Boot, Tailwind CSS, Bootstrap

**Tools/Platforms:** Git, Docker, AWS (S3), Linux, CI/CD, Jira, Postman, DataDog

## Projects

### SafeRoute – Community-Powered Safety Map

github.com/Resilient-Labs/safe-route/

- Led 20-engineer team in building full-stack safety app with real-time map-based reporting, contributing to core features across the frontend, backend, and DevOps teams—including the interactive map view, MVC backend setup, CI/CD pipelines, and internal documentation—boosting team collaboration and deployment reliability.

### Eremos – AI-Powered Mental Health Journal

github.com/immonroe/eremos

- Developed an AI-powered mental health journaling app integrating Gemini AI for personalized reflections and insights.
- Optimized application performance by streamlining data loads and memory usage, ensuring a responsive user experience with efficient load times.

## Education

**School** – Bachelor's in Social Work

University of Valley Forge - Apr 2018