

Immanuel Monroe

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Experience

Software Engineer, Resilient Coders – Philadelphia, PA

Jan 2025 – Present

- 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 from 5 seconds to 2 seconds, and enhancing data integrity and application responsiveness.
- Proactively diagnosed and resolved a critical dependency misconfiguration that prevented local environment builds for the team, restoring development stability.
- 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, Savage Productions – Philadelphia, PA

Feb 2025 – June 2025

- Optimized video delivery using Cloudinary/Multer, enabling fast page loads thus reducing client booking turnaround.
- Drove brand visibility and professionalism by creating a responsive, SEO-optimized site increasing inbound clients.
- Set up CI/CD pipelines to streamline deployment, saving the company \$1,000+ annually on social media marketing.

Application Support Specialist, InformData – Remote

Feb 2024 – July 2024

- Reduced team ticket closeout time by diagnosing and resolving an error in the system that impacted daily error queue report delivery, leveraging DataDog and AWS (S3) for log analysis and client API payload verification.
- Resolved a ticket credit allocation error by optimizing complex SQL queries and implementing data integrity checks, restoring accurate vendor metrics crucial for fair performance reviews and preserving strong vendor relations.
- Increased system uptime by resolving recurring page crashes through implementing data validation scripts to address relational database null values on user records reported by external vendors.

IT Support Analyst, Computer Aid Inc. – Remote

Dec 2021 – Feb 2024

- Improved IT team productivity by ~10% for 10+ coworkers by designing a standardized, readable ServiceNow ticket template approved by service delivery leadership.
- Improved operational efficiency for 8000+ employees by creating/updating internal knowledge articles used by colleagues, employees, vendors, and escalation teams.

Skills

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

Database: Microsoft SQL Server, Firebase, SQLite, PostgreSQL, MongoDB

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

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

Projects

SafeRoute – Community Safety Map

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

- Led a 20-engineer team to develop a full-stack, real-time community safety application for map-based incident reporting. Engineered robust MVC architecture across the frontend and backend (Node.js/Express.js, Passport.js for authentication, bcrypt for password hashing; Multer and Cloudinary for secure image handling), and implemented CI/CD pipelines.

Eremos – AI-Powered Mental Health Journal

github.com/immonroe/eremos

- An AI-powered mental health journaling application leveraging Gemini AI to provide personalized reflections and insights, while optimizing application performance through streamlined data loads and memory usage, ensuring a responsive user experience with integrated data analytics and visualization.

Education

University of Valley Forge – BS in Social Work

April 2018