

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 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

Feb 2025 – June 2025

- Reduced video buffering by 20% by implementing adaptive bitrate streaming CDN integration for seamless UX.
- Streamlined client lead generation via secure backend APIs and custom forms, improving client inquiries by 20%.
- Accelerated deployment cycles by 30% and improved platform stability by implementing CI/CD practices.

Application Support Specialist, InformData – Remote

Feb 2024 – July 2024

- Reduced team ticket closeout time by 10% 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 5% 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, CAI – Remote

Dec 2021 – Feb 2024

- Increased IT team productivity by over 30% and accelerated ticket turnaround/escalations by creating and implementing a standardized ticketing template through ServiceNow that improved readability and formatting.
- Reduced employee downtime and troubleshooting by 25% by configuring and managing critical network infrastructure (VPNs, Citrix VMs) and access controls (Active Directory, Azure) across diverse operating systems.

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