Jacob J. Troutman

10484 Hollis Rd. Meadville, PA 16335 | 814.860.4062 | jacobjtroutman@gmail.com

SKILLS

Languages & Frameworks: C# (.NET), JavaScript (React), SQL, HTML, CSS, Tailwind

Cloud & Infrastructure: Azure, Terraform, Gitlab, CI/CD, Powershell

Tools & Technologies: REST APIs, WebSockets, MongoDB, Git, Copilot

Methodologies: Agile, Automated Testing, TDD, Infrastructure-as-Code

EXPERIENCE

Velaro / Senior Software Engineer

February 2022 - August 2025, Remote

- Independently engineered full-stack features for a chat platform, including integrations with Shopify and OneLogin.
- Implemented responsive, reusable front-end components using React and Tailwind, collaborating with UX designers to align to brand and accessibility standards.
- Developed and designed maintainable backend systems using C# and SQL for cloud-based environments.
- Adapted to multiple roles in a small team environment. Beyond software engineering, I supported testing, UX collaboration, and met with customers to help ensure the product's success end-to-end.
- Provided product support, including meeting with customers to understand issues, reproducing bugs, and delivering timely fixes.

Erie Insurance / Professional Software Engineer

May 2018 - February 2022, Erie, PA

DSPro Web Delivery Team

- Designed and developed an administrative tool to catch and display errors related to service requests and responses using ASP.NET MVC.
- Pair programmed to modify backend logic and develop corresponding frontend components for the completion of a new business feature using C#, Knockout.js, HTML, and CSS.
- Researched and resolved project defects and production support tasks.

Claims IT Team

- Supported the creation of two proof of concepts using Guidewire, Gosu, and APIConnect to determine the capabilities of different tools to automate email delivery.
- Collaborated with a senior developer to implement GUnit, a framework for developing unit tests for Gosu in Guidewire Studio.
- Documented and presented on the importance of unit tests and test driven development.

Infrastructure Engineering and Delivery Team

- Used Terraform (Infrastructure as Code) to automate deployment of cloud infrastructure for more efficient business partner operations.
- Participated in standing up a new team and leveraged experiences with past teams to make informed decisions about what methodologies and technologies to utilize.

EDUCATION

University of Pittsburgh / Bachelor's of Science

August 2014 - April 2018, Pittsburgh, PA

Major: Actuarial Mathematics
Minor: Computer Science
Cumulative GPA: 3.80