

Jacob J. Troutman

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

Portfolio: jacobtroutman.com | LinkedIn: www.linkedin.com/in/jacobjtroutman

PROFESSIONAL SUMMARY

Full-Stack Engineer with 7+ years' experience building scalable applications in React and .NET. Skilled in cloud architecture, agile delivery, and cross-functional leadership. Proven record of shipping user-focused features that improve business outcomes.

SKILLS

Languages & Frameworks: C# (.NET Core/Framework), JavaScript/Typescript, React, SQL, HTML5, CSS3, Tailwind CSS

Cloud & DevOps: Azure, AWS, Terraform, Gitlab CI/CD, Powershell, Infrastructure-as-Code

Databases & APIs: SQL Server, MongoDB, REST APIs, WebSockets, Entity Framework

Development Practices: Agile/Scrum, Test-Driven Development (TDD), Automated Testing, Code Reviews

Leadership & Collaboration: Technical Mentoring, Customer Relations, Cross-functional Team Collaboration

PROFESSIONAL EXPERIENCE

Velaro / Senior Software Engineer

February 2022 - August 2025, Remote

- **Delivered 20+ full-stack features** for enterprise chat platform serving 100,000+ daily active users, including high-impact integrations with Shopify and OneLogin that increased customer retention by 15%
- **Architected and implemented backend systems** in C# with SQL databases, designing APIs that handle 50,000+ requests per hour with 99.9% uptime
- **Expanded role beyond engineering** to include direct customer engagement, leading client meetings to gather requirements, troubleshoot issues, and deliver solutions that reduced support tickets by 25%
- **Provided critical production support** with average response time under 2 hours, resolving 95% of issues within same business day to minimize customer downtime

Erie Insurance / Professional Software Engineer

May 2018 - February 2022, Erie, PA

Claims IT Team (2020-2022)

- **Led proof-of-concept development** for automated email delivery system using Guidewire and APIConnect, resulting in 40% reduction in manual processing time
- **Championed test-driven development practices** through documentation and presentations, leading to team-wide adoption of TDD methodology

DSPro Web Delivery Team (2019-2020)

- **Developed administrative monitoring tool** using ASP.NET MVC that reduced error detection time by 60% and improved system reliability for 500+ daily service requests
- **Collaborated in pair programming sessions** to deliver new business features using C#, Knockout.js, and responsive web design, contributing to 3 major product releases

Infrastructure Engineering and Delivery Team (2018-2019)

- **Automated cloud infrastructure deployment** using Terraform, reducing provisioning time from days to hours and eliminating 90% of manual configuration errors

EDUCATION

University of Pittsburgh / Bachelor of Science in Actuarial Mathematics

August 2014 - April 2018, Pittsburgh, PA

Minor: Computer Science / GPA: 3.80