

# Jake Francis

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## Summary

Full Stack Engineer with extensive experience in designing and implementing full-stack solutions, including a standalone Marketing Store feature and borrower-driven loan application flow. Skilled in API development, UI architecture, and working closely with stakeholders. Eager to leverage expertise in collaborative environments to drive impactful results.

## Employment

### Optum Financial (aquired Proceed Finance)

Nov 2023 - Present

#### Fullstack Software Engineer

- Designed and implemented a standalone Marketing Store feature within the existing platform, building out the full frontend, backend, and database schema; enabled customer self-service and saved ~500 hours annually across support and marketing.
- Built and launched a borrower-driven loan application flow, integrating ID verification, document upload, and e-signature; contributed to a 94% increase in automatic payment enrollment
- Developed backend systems for a pre qualification credit check flow and exposed new API functionality to partners; supported integration and led technical demos, helping secure long-term contracts with major customers.
- Collaborated cross-functionally on all projects—gathering requirements, designing systems, writing tickets, and delivering demos to both internal teams and external partners.

### NRC Health

Jul 2022 - Jul 2023

#### Fullstack Software Engineer

- Built and maintained features for a drag-and-drop survey builder powering physician summaries in EPIC; contributed across the stack while ramping up quickly in a large Ruby on Rails codebase with no prior knowledge in Ruby.
- Developed and successfully pitched a real-time summary preview proof-of-concept to engineering leadership and VPs, enabling admins to instantly visualize physician-facing components without triggering the backend pipeline
- Implemented patient-facing privacy toggles to control which survey sections appear in clinical summaries; optimized performance by decoupling frontend updates from full data rebuilds.

### United Wholesale Mortgage

Nov 2021 - Jul 2022

#### UI Developer II (Mid Level)

- Built and maintained Vue frontend features for Brand 360, enhancing user experience for mortgage brokers
- Created a Vuex test utility that reduced test boilerplate by ~25% and personally increased test coverage by 30%, improving reliability and dev velocity.
- Refactored core UI components, reducing iframe load times by ~70% and resolving instability issues with third-party integrations
- Led bi-weekly UI/UX huddles with 20+ people to showcase features, share tools, and align on frontend and design practices across teams.

### Michigan State University - Fullstack Bootcamp

Sep 2021 - Mar 2022

#### Teaching Assistant

- Mentored students in a 6-month part-time program, covering JavaScript, React, Node.js, and SQL databases
- Led office hours and 1:1 sessions to debug student projects and deepen understanding of fullstack concepts.

### Arcade Apps LLC (ClawCrazy.com)

Jul 2021 - Nov 2021

#### Web Developer

- Owned development of the Vue frontend, Firebase cloud layer, and Node.js control logic running on Raspberry Pi devices as the sole in-house engineer at an early-stage startup.
- Refactored a 2,000-line control system to support multiple arcade machine types with flexible, cloud-driven command sequences; contributed to ~\$6K in earnings from a single \$500 machine during its first weekend.

### Cook Nuclear Station / AEP

Nov 2016 - Jun 2021

#### Senior Chemistry Technician

- Performed 24/7 shift coverage as the Lead Technician responsible for monitoring and maintaining the chemistry of Cook's two units that supply energy to power more than 1.5 million homes.
- Developed an internal web pager to alert chemistry technicians about off-normal samples, ensuring compliance with required sampling events.

## Technologies and Languages

- Typescript, Javascript, VueJS, React, SASS, Axios, Express, Firebase, MongoDB, Postgres, Cypress, Jest, Vue-Test-Utils, Ruby, Ruby on Rails, Sinon, Mocha, Webpack, Linux, Bash, Git, Github, NPM, MySQL, SQL, GraphQL, Sinatra, Sequel ORM

## Education

### Doane University

2007 - 2012

B.S. Chemistry, Chemistry