JACOB C. MAURER

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SENIOR MANAGEMENT ▪ SOFTWARE ENGINEER ▪ PROJECT MANAGEMENT

STRATEGIC LEADERSHIP | FULL STACK DEVELOPER | BUSINESS DEVELOPMENT | AI MACHINE LEARNING

- Over 3 years' experience in a key role as a Software Engineer/Developer for Merchants Insurance Group, one of the leading property-casualty insurance companies in the US, implementing technology implementations with proven expertise in front-end and back-end software development projects, driving efficiencies and data platforms, and playing a major role throughout the tenure, creating automations and dashboards that reflect data analytics for critical decision-making, optimizing risk management and profitable outcomes

- Possesses full-stack expertise spanning .NET/C#, Angular, REST APIs, SQL databases, and cloud-based DevOps environments, trusted by senior leadership to deliver mission-critical systems and enterprise modernization initiatives

- Proven developer with project and program management experienced in Agile/Scrum leadership, sprint planning, DevOps integration, risk mitigation, and regulatory compliance, successfully managing core initiatives with budgets up to $100K per individual project and driving measurable efficiency gains

- Full-Stack Developer and Solutions Architect skilled in designing scalable APIs, DTOs, database integrations (CRUD), front-end frameworks, automated deployments, and robust testing suites to support high-availability, compliance-driven enterprise applications

- Knowledgeable Engineer with formal academic training in Artificial Intelligence, Machine Learning, data structures, and complexity theory, capable of supporting intelligent automation, analytics, and data-driven decision-making initiatives, with proven track record reducing manual efforts by up to 80 - 90% through scripting, automation, optimize data models, and modern CI/CD pipelines

- Quality, security and compliance professional with hands-on experience in QA automation, load testing, error analysis, IT security awareness, and policy adherence within regulated industries, ensuring systems meet both technical and regulatory standards

- Multitasks efficiently and effectively, learns new systems quickly, and completes multiple projects, running simultaneously, on-time or ahead of tightly scheduled, critical deadlines

AREAS OF EXPERTISE

Databases:	MySQL, Oracle, Microsoft SQL
Operating Systems:	Windows, Linux (Red Hat and Ubuntu), MacOS, Apple iOS
Software Dev Tools:	.NET, ASP.NET, C#, REST API, Git, Node, Azure DevOps, YAML, Nuget, SQL, SQL Server Management Studio, Angular, CSS, SASS, Visual Studio, Windows PowerShell, Apache JMeter, Visio, and UML
QA Testing Tools:	Jasmine, Karma, NUnit, MSTest, UiPath, PlayWright
Project Management:	Agile, Scrum, Sprint Planning, IT Security, Policy Compliance, DevOps

- Utilized as a knowledgeable and respected resource, highly regarded and relied upon by all levels of management, peers, business partners, and internal customers, the "go-to" professional and subject matter expert, to provide sound judgment, well informed decision-making, and solutions to complex customized software engineering, project management, compliance, as well as business partner/internal customer relations issues, through the implementation of effective strategic planning, often when others cannot

PROFESSIONAL EXPERIENCE

01/23 - Pres.   ***Software Engineer/Developer*** - *QA DevOps*
Merchants Insurance Group, Buffalo, New York
- Operates, alternately, autonomously or as part of a 6-member specialized full-stack software development team, working on in-house, as well as strategic partner/vendor projects, throughout the United States, with individual budget spends up to $100K
- Utilized across a wide range of expertise for writing new or modifying existing code, including design, development and implementation for task automation, brand management and promotion, financial system enhancements and deficiencies, after-hours claim processing, and more

Software Engineer/Developer *(cont.)*

- Project responsibilities include designing DTOs, interfacing with databases (implementing Get/Create/Update/Delete functionality), setting up API endpoints along with associated error handling, package management, updating frameworks, Git version control, and documentation
- Performs intensive development work on several applications utilizing Angular with corresponding critical duties and responsibilities, including front-end design, maintaining regulatory compliance, sending and receiving data from back-end APIs, overseeing package management, updating frameworks, Git version control, and adherence to strict documentation standards
- Functioned in the capacity of business analyst, communicating compliance imperatives to vendor partners' key engineers and developers for data sent to MIG's APIs to be implemented on the front end, reciprocating communications and personally implementing back-end fixes, as needed
- Creates 'Data Dictionaries' for JSON payloads, up to 1,500 fields, receiving data from strategic partners to Merchant's APIs, detailing data allocations to each field, specifying field specification as optional, mandatory, or conditional, any compliance associated with such fields, format and length rules, and accurate mapping within the data set
- Reviews error logs for any data or process discrepancies with assigned projects, judiciously and expeditiously resolving all issues and their associative causalities
- Conducts comprehensive load testing on back-end servers for routine test scenarios, assessing validity of responses
- Analyzes large-scale Angular and .NET (C#) applications, documenting behavior of existing code using UML Visio diagrams

<u>Accomplishments</u>

- ➢ **Insurance Vendor Integration Project**: Selected by an internal business analyst to downsize the 1,300 data-set field within the antiquated rating engine and database, achieving a 90% reduction in redundancies, down to 120 fields
- ➢ **Quoting Platform Project**: Automated the quoting platform deployment updating process with code fixes through YAML and PowerShell scripting, reducing man-hours by 80%, from 20 to just 4 minutes
- ➢ **Automated Backup System**: Initiated, designed and implemented an unprecedented, automated robust backup system, previously only performed manually, approved by senior leadership, which restores, if need be, the quoting platform to previous implementations, and archiving deployments by time/date stamps; developed a testing suite for both Angular and .NET (C#) projects, including unit tests, integration tests, and end-to-end tests, integrated with the automated deployment process, as well as with UiPath regression scripts
- ➢ **Customized Queries**: Developed several customized queries and stored procedures for retrieving and updating information tailored to specified purposes

EDUCATION, TRAINING & ACHIEVEMENTS

Bachelor of Science in Computer Science, 2020
Graduated with Honors, magna cum laude ▪ GPA: 3.8
Honors Scholarship Recipient (St. John Fisher College), 2016 - 2018
<u>Course Studies:</u> *Data Comms & Networking I ▪ Robotics ▪ Operating Systems ▪ Data Structures*
AI/Machine Learning ▪ Computer Architecture ▪ Web Design (I&II) ▪ Artificial Intelligence ▪ Complexity
State University of New York at Fredonia/St. John Fisher College, Fredonia/Rochester, New York