

Jordan Clemens

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[LinkedIn](#) | [Portfolio](#)

PROFESSIONAL SUMMARY

Creative and results-driven Software Developer with 7+ years of experience designing and delivering high-impact web applications for Fortune 500 and mission-driven organizations. Proven leader in modern web development, specializing in full-stack JavaScript/TypeScript, cloud deployment, and AI-driven solutions. Awarded a U.S. patent for innovation in AI-powered support content at Cisco. Recognized for driving efficiency, automating complex workflows, and building scalable solutions in cross-functional teams.

KEY SKILLS

Frontend: JavaScript/TypeScript, React, SvelteKit, HTML5, CSS3, Tailwind

Backend: Node.js, Express, Next.js, Nest.js, Python (FastAPI)

Testing: Jest, Mocha, Tap.js

DevOps/Cloud: Docker, Git, CI/CD (OpenShift, Jenkins, CodeShift), AWS, Netlify, Heroku

Databases: MongoDB, MySQL, PostgreSQL

AI/Automation: LLMs, Generative AI, RAG, Prompt Engineering

Other: UX/UI Design, Open Source, Documentation, Communication

PROFESSIONAL EXPERIENCE

Cisco Systems, San Jose, CA — Web Developer

Aug 2022 – Present

- Led front-end and back-end development for the Hardware Installation Guide app, empowering over 7,000 Cisco customers and engineers to access real-time, interactive setup instructions and automated troubleshooting.
- Principal developer and patent holder for Spanning Content Tree—an AI-powered platform that personalizes and automates enterprise network support content. Currently released in beta-testing phase.
- Built and maintained internal tools that streamlined document conversion workflows, cutting manual processing time by 96% and saving an estimated 2,500+ engineer-hours annually.

- Integrated advanced LLM and RAG-based features to deliver context-aware, automated guidance and support via generative AI, supporting over 15 product lines and 50,000+ network assets.
- Developed CI/CD pipelines with OpenShift and CodeShift, accelerating release cycles by 35% and improving deployment reliability.
- Collaborated across engineering, QA, and product teams to ensure best-in-class user experience, high test coverage, and seamless project delivery.
- Provided mentorship and code reviews for junior developers, fostering a culture of innovation and continuous improvement.

Patent: “AI-Driven Generation and Automation of Targeted Network Support Content”

Patent No.: C/P/1042312/US/UTL/1

Enables real-time, automated, and context-aware generation of support content for enterprise networks using generative AI, including actionable guided tasks and configuration automation.

AccruePartners — Front-End Web Developer

Remote – Wilmington, NC | Dec 2020 – Mar 2022

- Improved database read/write speeds by 40% by implementing Redis caching strategies for multiple client-facing apps.
- Executed CI/CD deployment pipelines, coordinating smooth, on-schedule product releases for clients in finance and healthcare.
- Diagnosed and resolved production issues, enhancing platform uptime to 99.9%.
- Collaborated with UX Design Lead to unify design language and modernize application interfaces.

U.S. Marine Corps — Database and Network Administrator

San Diego, CA | Apr 2011 – Mar 2018

- Managed secure networks and database systems supporting critical mission operations.
- Led patching, upgrades, and incident response for AS400 environments.
- Developed and enforced best practices for security, backup, and recovery across multi-OS environments.

EDUCATION

B.S. Information Sciences & Technologies

Penn State University, State Park, PA — Mar 2022

Dean’s List (6x). Lead developer on award-winning e-commerce project.

OPEN SOURCE & AWARDS

- Patent: C/P/1042312/US/UTL/1, “AI-Driven Generation and Automation of Targeted Network Support Content”, Cisco Systems, 2024.

- Fastify: Published typeorm-fastify-plugin (TypeScript) for the open-source community, enabling advanced DB connection management.
- “Best Overall Project” – Penn State IST-256, Coffee E-Commerce Web App (Lead Developer).