

Jesus Gutierrez
Software Engineer

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Skills and Tools

Languages: JavaScript (ES6+), Python, SQL, Java, React Native, C, C++

Web Development: React (JSX), HTML5, CSS3, Node.js, APIs

Data & Backend: PostgreSQL, MongoDB, SQLite, Pandas, NumPy, Bash scripting, Parallel Programming in C (MPI, Pthreads, OpenMP)

Tools & Platforms: Git, GitHub, Jira, Gantt Charts, Linux (Ubuntu, Raspberry Pi OS), VS Code, Postman, Ticketing tools, Root Cause Analysis, Management of hundreds of tickets

Software Engineering Practices: Agile/SCRUM, SDLC, Test-Driven Development (TDD), On-call Support, SLA, Technical Writing, Cross-functional Communication

Artificial Intelligence and Data Science: Matplot, NumPy, Pandas, Tensorflow, PyTorch

Cloud & DevOps: Docker (basic), CI/CD (familiar), AWS (basic exposure)

Other: Fluent Native Bilingual Spanish and English, Office Suite tools, math instruction/tutoring

Education

St. Mary's University of San Antonio

San Antonio, TX

Master of Science, Software Engineering

Combined Degree Program Participant, IEEE Member

Relevant Coursework: Data Science, Machine Learning and AI, Cryptography, Quality assurance, Software Project Management

St. Mary's University of San Antonio

San Antonio, TX

Bachelor of Science, Software Engineering

Combined Degree Program Participant, Madeleine Scholarship Recipient, IEEE Member

Relevant Coursework: Encrypted UAV Communications Protocol Capstone Project, Files and Database, Data structures and Algorithms, Human Computer Interaction

San Antonio College

San Antonio, TX

Associate of Arts, Liberal Arts

Combined Degree with Distinguished Highschool Diploma, fully funded by Judson ISD and Alamo Colleges

Judson Early College Academy

Universal City, TX

Distinguished Highschool Diploma

Combined with Associate of Arts Degree, fully funded by Judson ISD and Alamo College

Experience

HCL Technologies at Meta (Facebook)

Austin, TX (Remote)

Software Engineer and Support Engineer

June 2021 - July 2025

- Completed professional training in modern software development with a focus on React (JSX), Java, Linux, SQL, and Python, applying industry-standard SDLC methodologies.
- Recognized for efficiently resolving production and testing environment issues across internal tools and services.
- Responded to high-priority and emergency incidents 24/7, ensuring rapid resolution and minimal downtime.
- Authored clear technical documentation and weekly reports by synthesizing internal dashboard data to track team milestones and maintain 100% SLA compliance.
- Led daily on-call support duties, resolving issues across production, builds, test environments, and internal tools for both remote and on-site users across internal products.

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- Managed and resolved hundreds of support tickets across multiple internal products and time zones, ensuring all tasks met SLA response and resolution requirements.
- Acted as a point of contact and subject matter expert, guiding users and internal teams on proper usage of Meta's internal tools and external-facing platforms.

St. Mary's University of San Antonio

San Antonio, TX (Hybrid)

Software Engineer

May 2020 - May 2021

- Delivered a fully functional encrypted UAV drone communication protocol that met all customer requirements.
- Designed, developed, tested, and documented a custom encrypted communication system using C, OpenSSL, Raspberry Pi 4s, and Ubuntu-based environments to convert radio signals into secure network transmissions.
- Built and integrated an automated performance tracking system to capture telemetry, payload usage, and drone performance metrics for quality assurance and analysis.
- Managed the full software development life cycle using SCRUM, Jira, Gantt charts, and modern project management practices.
- Facilitated regular stakeholder communication—covering requirements, design reviews, progress updates, and key milestones—via virtual and in-person meetings.

Additional Experience

Mathnasium

Converse, TX (Hybrid)

Math Instructor

May 2019 – May 2021

- Instructed students from K-12 and beyond, in arithmetic, algebra, geometry, calculus, statistics and probability, among other concepts using individualized learning plans.
- Adapted teaching styles to various learning needs, improving student confidence and academic performance.
- Developed strong interpersonal and communication skills through consistent parent and student engagement.
- Maintained accurate progress tracking and reported learning outcomes to center management.
- Promoted personal educational and professional development of students through teaching engagements and games.

Office of the President, St. Mary's University of San Antonio

San Antonio, TX (Hybrid)

Work study assistant

August 2017- December 2019

- Provided administrative and clerical support in a high-profile university office, handling sensitive documents with discretion for the President.
- Tracked and assisted in managing incoming and outgoing communications for the president through physical and digital mediums.
- Assisted with event coordination, scheduling, and internal communications for executive-level operations.
- Gained professional workplace experience and demonstrated reliability in a fast-paced academic setting.
- Interacted with faculty, staff, and external stakeholders, developing polished verbal and written communication skills.
- Welcomed, directed, and completed service requests for University guests and visitors