

## **Jorge Jacome**

jorgejac97@gmail.com • (202)-255-4843 • [linkedin.com/in/jorge-jacome](https://www.linkedin.com/in/jorge-jacome) • <http://jjacome.com>

### **Summary**

As an experienced Front-End Developer, I specialize in creating and maintaining interactive web applications using modern technologies like React.js, JavaScript, and HTML/CSS. My strong understanding of optimization techniques and user experience principles allows me to enhance website performance, reduce page load times, and drive a positive impact on company results.

### **Experience**

#### **American Express – New York, NY**

Senior Engineer II	12/18 - Present
Engineer I	09/17 – 12/18
Engineer II	09/15 – 09/17

- Developed 30+ high-performance, customer-facing web components for online card customer dashboard, statements and activity domains with over 1 million daily users in US and international markets and for personal savings and checking products with over 200,000 daily users, enhancing user experience and reducing page load using React, Redux, Node JS, React Hooks and Typescript, and server-side render and redis cache reducing page load time.
- Led multiple scrum teams in the release, design and architecture new features for online customers improving CSAT by 10% providing high quality standard releases implementing JEST unit test improving our code quality and reducing productions errors by 30%
- Collaborated with Product Managers to plan team capacity quarterly, improving in meeting project deadlines and code quality by architecting and analyzing features with engineers and leading them on development following our guidelines.
- Lead team to maintain online dashboard, monitoring daily production errors and implementing at early project stage processes like unit test and performance testing reducing production errors by 20% in over 4 months and dashboard performance load time by 4 seconds by implementing server side render, useMemo and useSWR on UI components and decomposing backend APIs into smaller business functions delivering to the UI smaller pieces of data instead of bigger object that can impact the latency of the UI component.
- I mentored over 10 engineers, guiding them in best practices and our internal processes. This improved their code quality and techniques, boosting the team's productivity and speed. I held bi-monthly one-on-one meetings to support their growth, which helped many of them earn promotions.
- Performed automated regression testing using Selenium to cover step definitions on our UI components reducing our production errors by 10%.
- Performed temporarily as a Technical Project manager for 2 scrum teams executing AGILE ceremonies, working closely with Product Managers on feature refinements and improving our JIRA ticket process on tracking our sprint deliverables improving team velocity and burndown chart.

#### **iGATE – Warren, NJ**

Java UI Developer	11/14 – 09/15
-------------------	---------------

- Contributed on creating different internal websites for company vendors that provided information about their products and services that the company offers using technologies like HTML, CSS, JavaScript, JQuery and Ajax
- Developed a map application using Java, JSF, Servlets integrated with google maps API and Chub ecosystem providing to the vendors different points of interest mapping their clients and companies on their route.

## **Systems USA – Harrisburg, PA**

### **Java UI Developer**

01/13 – 10/14

- As a Java Developer consultant at Deloitte leading the development of key features for the Virginia Case Management System, providing an application for the citizens processing their data in Java and storing in Oracle DB to process their eligibility for the state benefits and supporting over 100,000 users.
- Actively participated in agile ceremonies, collaborating on refining requirements and designs.
- Developed UI for the application using JSP, HTML, CSS, JQuery and AJAX.

## **Softtek – Aguascalientes, Mexico**

### **Java UI Developer**

01/11 – 12/12

- Engineered Java-based applications for GE Treasury, optimizing database interactions with Oracle DB improving queries by indexing queries, choosing efficient joins, establishing parallel processing and normalizing tables reducing run time in 2 seconds per task.
- Developed UI application using JSP, HTML, CSS and JQuery for GE treasury using Java, Servlets, Struts and Spring.
- Led team development and engineer as technical project manager for 1 year, successfully coordinating and launching multiple features

## **Radycal Systems – Guadalajara, Jalisco, Mexico**

### **Web Developer**

10/10 – 12/11

- Led development for school management in PHP, AJAX, JavaScript and HTML with MySQL creating features like add student personal information and attending grade, add teachers and classes they are giving, and report of students grades per class.

## **Nettours – Guadalajara, Jalisco, Mexico**

### **Web Developer**

11/09 – 10/10

- Developed booking website and workflows for Nettours, enhancing online experience for customers using PHP, Ajax, JavaScript, HTML, CSS and MySQL.

## **Skills**

JavaScript, HTML5, CSS, Bootstrap, jQuery, Ajax, Responsive Design, Accessibility Standards, Web, performance optimization, ReactJS, Typescript, NodeJS, Docker, Redux, GraphQL, Python, AWS, Java, Kotlin, GO, Selenium, SQL, MySQL, Oracle DB, MongoDB, Splunk, JIRA, GIT.

## **Education**

ITESO Instituto Tecnológico de Estudios Superiores y de Occidente

Bachelor's Degree, Systems Engineering

2004 – 2010

## **Honors & Awards**

Chairman's Award: Employee outstanding year performance – American Express

02/18

## **Languages**

Spanish – Native

English – Fluent

Portuguese – Intermediate

French – Intermediate