

# Jiwon Shim

## Software Developer

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## SKILLS

- **Backend/Database:** Java 8+, PostgreSQL
- **Frontend:** HTML, CSS, JavaScript, TypeScript
- **Frameworks:** Spring Boot, Bootstrap, React, Angular 13+
- **Other:** Agile, Scrum, Git/Github, REST APIs, Gradle, IntelliJ, TDD, Postman, Hibernate ORM, Sonarcloud

## CERTIFICATION

- **AWS Certified Cloud Practitioner**

## WORK EXPERIENCE

### LKQ

Sep 2023 - Present

#### *Application Support - Nashville, TN*

- Provided technical support and troubleshooting assistance to end-users, ensuring the smooth operation of various software applications and systems.
- Utilized ServiceNow ticketing system to efficiently manage and prioritize incoming support requests, incidents, and service requests from end-users and stakeholders.
- Acted as the liaison between end-users and development teams, translating user-reported issues into comprehensive Jira tickets with clear descriptions, steps to reproduce, and expected outcomes.
- Collaborated with software development teams to communicate user feedback, suggest enhancements, and contribute to the improvement of applications based on user needs and experiences.

### Revature

Feb 2022 - Feb 2023

#### *Software Developer Associate - Vienna, VA*

- Contracted out to one of Revature's clients, Cognizant during the employment period (May 2022 - Dec 2022).
- Worked on a small team to add additional features to a Deployable Pool Management Tool including the creation of a reports dashboard utilizing various web development languages such as Java, HTML, CSS, JavaScript, and TypeScript along with Angular Framework.
- Writing unit tests to an existing application to increase test coverage and facilitate early detection of code flaws.
- Experienced the entire software development life cycle by following the agile principle with daily stand-up, and clear communication.
- Worked on personal projects to refine my skill sets and studied Data Structures and Algorithms through provided access to Udemy courses.

### Serco

Jan 2022 - July 2022

#### *Benefits Analyst - Fairfax, VA*

- Streamlined beneficiary designation process by analyzing 50+ incoming TSP-3 forms daily, while ensuring information was accurate and valid.
- Integrated FRTIB guidelines and regulations when validating documents.
- Met SLA deadlines and requirements by effectively communicating with supervisors and team members.
- Obtained and maintained active Public Trust Clearance for the access of information.

### AmeriPrime Lending

June 2020 - Jan 2022

#### *Mortgage Loan Originator - Rockville, MD*

- Increased sales volume by generating more than 50 new customer leads.
- Reduced closing time by communicating effectively with the customers and gathering appropriate documentation.
- Maximized the closing rate by maintaining good relationships with lenders and providing various options and flexibility to the customers.

#### *Loan Processor Team Lead - Rockville, MD*

- Processed an annual average of 500 loans in the pipeline by managing effectively a team of 5 processors.
- Accelerated the loan process by effective communication with 15 internal loan officers and 30+ underwriters daily basis.
- Reduced the processing time by 35% by generating reports in Excel and managed the whole loan process of team members.
- Maintained both the closing rate and resale rate above 95% by reviewing all of the closed loan documents carefully to ensure compliance with current mortgage laws.

## PROJECTS

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### Pixelgram

- Implemented Instagram clone with microservices architecture utilizing Spring Cloud and Feign Client to enable communication between each module (Cognizant enablement project).
- Implemented a backend RESTful API for the social media web application, which replicates Instagram, and the user interface with Angular framework.
- Practiced deployment of the application on AWS utilizing company pre-setup Gitlab CI/CD pipeline.
- Utilized JUnit and Mockito for unit testing Spring Test for integration test utilizing MockMVC.
- *Tools: Java 11, SpringBoot, Spring Data JPA, Spring Security, Angular 14, PostgreSQL, Postman, Git, IntelliJ, Gradle, SonarCloud, AWS, GitLab CI/CD pipeline, Jenkins, Docker, AWS, SonarCloud, Postman.*

### Twitter Backend Clone

- Implemented a backend RESTful API, which handles social media data with various endpoints similar to the backend functionality of Twitter in collaboration with other developers.
- Planned and developed entities utilizing Spring JPA and Hibernate with support from PostgreSQL as an RDBMS.
- Implemented three-tier architecture by utilizing SpringBoot to handle various HTTP requests and business logic, and translate and store the Java objects in the database.
- Effectively managed the time and developed assigned API endpoints individually before the deadline.
- Ensured meeting of project requirements by testing, troubleshooting, and debugging every API endpoint utilizing Postman and its test scripts with the help of Newman.
- *Tools: Java 11, SpringBoot, Spring Data JPA, PostgreSQL, PGAdmin, Postman, Git, IntelliJ, Maven.*

### SpaceEco

- Implemented a backend RESTful API for the e-commerce website with Spring Boot, and the user interface with Angular framework.
- Ensured security of the application, using and configuring Spring Security along with JSON Web Token.
- Implemented two-factor authentication for a secure user authentication experience by utilizing samssteven's TOTP library.
- Practiced deployment of the application on GCP utilizing docker and Jenkins for CI/CD process.
- *Tools: Java 8, SpringBoot, Spring Data JPA, Spring Security, Angular 13, JPA, PostgreSQL, Postman, Git, IntelliJ, Gradle, SonarCloud.*

### Track2gether

- Implemented a backend RESTful API for the budget tracking application with Spring Boot, and the user interface with Angular framework.
- Effectively utilized public API, QuickChartAPI, for financial data visualization.
- Utilized Hibernate ORM to create dual accounts by linking two individual accounts for a couple-users.
- Deployed the frontend application to Firebase.
- *Tools: Java 8, SpringBoot, Spring Data JPA, Angular 13, JPA, PostgreSQL, Postman, Git, IntelliJ, Gradle, SonarCloud, Firebase.*

### Expense Reimbursement System (E.R.S)

- Implemented a backend RESTful API for the reimbursement processing web application with Java 8, and the user interface with Vanilla JavaScript along with HTML and CSS.
- Developed a full-stack application individually with basic CRUD functionality including authentication and authorization of users.
- Achieved 85+% test coverage utilizing JUnit and Mockito.
- *Tools: Java 8, Spring Boot, Spring Data JPA, React, PostgreSQL, Postman, Git, IntelliJ, Gradle.*

## EDUCATION

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**Bachelor of Arts** – University of Maryland, College Park

Grad Date - Dec 2018