

# Luis Pacheco

Tech Lead & Software Engineer

Transforming ideas into reality, amplifying team potential and nurturing talent.

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## The Person!

Hello there, I am a seasoned technical lead and software engineer, with over a decade of experience driving impactful projects, transforming ideas into reality, and amplifying team potential. Throughout my career I've been privileged to collaborate with remarkably talented people, and I've endeavored to cultivating skills through mentorship, open dialog and ownership. Always committed to the pursuit of excellence, continuous learning, innovative solutions, and delivering value.

## The Skills!

HTML **Javascript** CSS ReactJs ESLint **React-Query** Redux  
Zustand Storybook NX **JSX** Axios JSON Jest RTL **Bootstrap**  
RESTful APIs npm i18n **Yarn** MUI **Less** SCSS Kendo UI JQuery  
**NodeJs** OOP **Parcel** MVC **Git** Webpack ExpressJs **PHP**  
MySQL **Laravel** ZF Jira Conflict Resolution Collaborative **Adaptability**  
**Mentoring & Coaching** Technical Documentation  
Active Listening Agile Methodologies  
**Project Management** Risk Management Empathy  
**Customer Focus** Consensus-BUILDER  
Positive Attitude **Communication** Strategic Thinking  
**Continuous Learning** Goal Setting

## The Tools!



# The Journey!

## Sr. Software Engineer @ CrowdStrike

Jul 2022 - Present

- Technical frontend lead, providing guidance and expertise to my team. Steering the successful execution of numerous high-impact projects, resulting in significant achievements and positive outcomes. Noteworthy is the successful revamp of key portions of the Predator platform, which led to remarkable reductions in page load times and significantly increasing analyst satisfaction.
- Took on the role of mentor to fellow engineers, through 1-on-1 sessions and code reviews, offered valuable guidance and insights on effective approaches to tackle challenges. Initiated and facilitated consensus building, fostering collaborative decision-making, increasing team's velocity and quality of code as result.
- Applied astute analysis to identify trends and patterns within our backlog, allowing for the discovery of issue clusters. Then, led the team in implementing solutions that maximized the return on time invested, leading to efficient issue resolution and enhanced overall team productivity.
- Engaged in collaboration with stakeholders, designers, and engineers. Setting expectations, removing blockers and ensuring the punctual delivery of new features. Demonstrated effective communication and planning by keeping all involved parties informed about project progress, and calling out any potential conflicts and/or dependencies.
- Actively contributed as a hands-on individual in the product team, spearheading the development of new features using EmberJS.

## Sr. Software Engineer II @ Bluehost

Feb 2021 - Jul 2022

- Led frontend team of 3 engineers, driving the successful delivery of multiple impactful projects. Notably, the development of cutting-edge React component library, embraced by all engineers across the organization, resulting in more code reusability and consistency in user experience.
- Mentored junior engineers, engaging in weekly 1-on-1s, hackathons, lunch-and-learn sessions, code reviews, and promoting knowledge sharing. Offering valuable constructive feedback, Guiding them in refining their craft. Resulting in the career growth of two colleagues.
- Architectural design and POC for Zustand state management library implementation using the Facade pattern. This innovative approach significantly improved performance and streamlined data flow. As a result of its success, multiple teams within the organization embraced this solution.
- Strategic thinking guided the development of a comprehensive technology roadmap and backlog, aligning the organization's long-term goals with the adoption of emerging technologies and frameworks. Facilitating the enhancement of product capabilities and scalability.
- Created detailed project plans, defining milestones, and setting realistic goals and timelines. Collaborating with stakeholders, designers and engineers in cross-functional teams. Kept all relevant parties informed about project progress, updates, and potential impacts on schedules.
- Development of new features for SSL and Email products, where React, React-Router, React-Redux, Axios, were some of the basic libraries and packages used. As well as creation and maintenance of unit tests written in Jest and React-Testing-Library.
- Acted as the primary point of contact for critical production incidents, demonstrating strong problem-solving skills to swiftly triage and resolve high-priority bugs.

## Sr. Software Engineer @ Caldwell Trust

May 2017 - Feb 2021

- Provided strategic advice to the CTO, offering insights on leveraging cutting-edge technologies that aligned with long-term business goals, project deliverables and achieve key benchmarks.
- Conducted technical interviews, created technical interview questionnaire and code challenge exercise, where candidates were given the scaffold for a simple React application, which was incomplete, and they were asked to write the code necessary to make it functional. Also, developed training materials, onboarding checklist and documentation necessary to quickly onboard new hires, reducing the process from a couple of weeks to a couple of days.
- Architectural design and implementation of a robust MFA (Multi-Factor Authentication) system for the client portal. Leveraged the Twilio API to guide users through a 2-step authentication process, enhancing system security and ensuring secure access to the platform.
- Individual contributor who led development and launch of the primary operations management system. SPA application built on React, React-Router and Axios, as well as a number of packages and libraries to render out the

more complex data visualization components. Bootstrap was used for its grid system to create a responsive layout, and SCSS was used for all of the CSS customization.

- Developed and implemented a robust frontend testing strategy using Jest and React Testing Library, achieving a 95% test coverage and reducing production defects.

## Software Engineer @ Healthplan Services

Aug 2014 - May 2017

- Conducted technical interviews, new hire onboarding and training. Developed training materials and onboarding checklist.
- I assessed project requirements and feasibility. furnished time estimates, reviewed UI/UX designs and testing plans.
- Manual Adjustments page, HTML and CSS responsive page that allows CSR to make adjustments to the billing history of the members, taking a single page application(SPA) approach, all the user interactions are handled by JQuery and AJAX without refreshing the browser window. PHP and XML were used to consume SOAP services provided by the finance department to perform all the DB transactions.
- Payment Search page, enhancement to the existing search page. Here I used JQuery's DataTables plugin to create a searchable and sortable table that contains all the payments made by the queried member. The backend was written in PHP, which queries directly the DB2 database for the payment information.
- Provided support for existing products and functionality, as well as coded fixes for issues found in the production or development environments.

## Software Engineer @ BMV

Feb 2014 - Aug 2014

- Responsible for development and maintenance of the web-based student loan system or SLS.
- Created custom reports tool with advanced HTML, CSS, JQuery and Morris.js that allowed the management team to visualize the profitability of radio ads. The PHP, ZF1 and MySQL backend monitored the influx of new calls and conversion rate after each radio ad campaign.
- Created user groups management system within SLS, this HTML, CSS and JQuery page allowed the addition and modification of user privileges and access within the SLS system based on a preset pool of user groups.
- Provided general maintenance and bug fixes for the Leads Management System(LMS).

## Web Developer @ Morris 4x4

Nov 2011 - Feb 2014

- Responsible for developing the Softtop advisor, useful step-by-step resource for softtop buyers. HTML and CSS cards layout, PHP and MySQL will determine the right softtop for your jeep.
- Liftkit advisor, just like the softtop advisor will guide and help buyers. Again, HTML and CSS cards layout, PHP and MySQL to determine the right liftkit for the jeep selected.
- Development of visually appealing HTML and CSS landing pages for specials and promotions, the Christmas blowout sale and the gecko green Jeep giveaway among the most visited.

## Bachelor Degree in Computer Science

Sep 2002 - Jul 2006

Caracas, Venezuela



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