

LUIS PACHECO

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Work Experience

Sr Software Engineer @ CrowdStrike

Jul 2022 - Present

- **Technical Lead** who provided guidance and expertise, 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 Falcon platform, which led to remarkable reduction in page load times and significantly increasing analyst satisfaction.
- **Mentor** to fellow engineers, who, through 1-on-1 sessions, cross-training, 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.
- **Strategist** who applied astute analysis to identify trends and patterns, 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 team productivity.
- **Collaborator** who engaged with stakeholders, designers, and engineers. Setting expectations, removing blockers and ensuring the punctual delivery of new features. Demonstrating effective communication and planning by keeping all involved parties informed about project progress, and calling out any potential conflicts and/or dependencies.
- **Individual Contributor** who assumed a leadership role in the development of new features and the resolution of bugs within the EmberJS-based Falcon platform.

Sr Software Engineer II @ Bluehost

Feb 2021 – Jul 2022

- **Technical Lead** to 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 re-usability and consistency in user experience.
- **Mentor** who engaged in weekly 1-on-1s, hackathons, lunch-and-learn sessions, code reviews, and promoted knowledge sharing. Offering valuable constructive feedback, Assisting engineers in honing their skills.
- **Architect** of Zustand state management library implementation, using the Facade pattern. This approach significantly improved performance and streamlined data flow. Resulting in multiple teams within the organization embraced this solution.
- **Strategist** who guided the development of a comprehensive technology road-map and backlog refining, aligning the organization's goals with the adoption of emerging technologies and frameworks. Facilitating the enhancement of product capabilities and scalability.
- **Project Management**, 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.
- **Individual Contributor** of new features for SSL and Email products, where React, React-Router, React-Redux, Axios, Jest and RTL were some of the basic libraries and packages used.

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Sr Software Engineer @ Caldwell Trust

May 2017 – Feb 2021

- **Technical Lead** who conducted interviews, created 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. Developed training materials, on-boarding checklist and documentation necessary to quickly onboard new hires, reducing the process from a couple of weeks to a couple of days.
- **Strategist** and trusted advisor to the CTO, offering insights on leveraging cutting-edge technologies that aligned with long-term business goals, project deliverables and business compliance.
- **Architect and Designer** of robust MFA system for the client's portal. Leveraging the Twilio API for SMS to guide users through a 2-step authentication process, enhancing system security and ensuring secure access to the platform.
- **Individual Contributor** who developed the primary operations management system. SPA application built on React, React-Router and Axios. Bootstrap was used for its grid system to create a responsive layout, and SCSS was used for all the customizations.
- Developed and implemented a robust frontend testing strategy using Jest and RTL, achieving a 95% test coverage and reducing production defects.

Software Engineer @ Healthplan Services

Aug 2014 – May 2017

- **Mentor** who led technical interviews, guided new hires through on-boarding, and delivered training sessions. Additionally, played an integral role in creating training materials and on-boarding checklist to ensure consistent outcomes.
- **Project Management**, assessment of project requirements and feasibility, offering valuable insights into their viability and resource requirements.
- Additionally, reviewed UI/UX designs and meticulously crafted testing plans to ensure top-notch quality, and provided time estimates for project completion.
- **Individual Contributor** to the Manual Adjustments project, HTML and CSS responsive page that allowed CSRs to make adjustments to the billing history, taking a SPA approach, all the user interactions were handled by JQuery and AJAX. PHP and XML were used to consume SOAP services provided by the financial services team.
- Provided support to existing products and functionality, fixing issues in the production and development environments.

Software Engineer @ BMV

Feb 2014 – Aug 2014

- **Individual Contributor** responsible for development and maintenance of the web-based student loan system(SLS).
- Created custom reports tool with HTML, CSS, JQuery and Morris.js which allowed the management and visualization of radio ads. 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).

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Web Developer @ Morris 4x4

Nov 2011 – Feb 2014

- **Individual Contributor** who developed 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.

Education

Bachelor Degree

Caracas, Venezuela

Sep 2002 – Jul 2006

Skills

Technical Skills

HTML, CSS, Javascript, ReactJs, React-Query, Redux, Zustand, JSX, Storybook, NX, Axios, Jest, RTL, JSON, RESTful APIs, i18n, npm, yarn, MUI, Bootstrap, Less, SCSS, JQuery, Kendo UI, MVC, OOP, NodeJs, ExpressJs, PHP, Laravel, ZF, MySQL, Git, Bitbucket, Jira.

Leadership & Soft Skills

Mentoring and Coaching, Customer Focus, Strategic Thinking, Empathy, Collaboration, Project Management, Conflict Resolution, Adaptability, Risk Management, Technical Documentation, Continuous Learning, Agile Methodologies, Goal Setting, Active Listening.