

# Luis Pacheco

## TECH LEAD & SOFTWARE ENGINEER

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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.

## 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

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

## EXPERIENCE

### Sr. Software Engineer

Crowdstrike

Jul 2022 - Present

CrowdStrike's mission is to stop breaches. Since inception, its market leading cloud-native platform has offered unparalleled protection against the most sophisticated cyber attacks. Working on large scale distributed systems, processing over 1 trillion events a day.

- 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

Bluehost is a leading web hosting solutions company. Since its founding in 2003 it has continually innovated new ways to empower people to fully harness the web. Based in Utah, Bluehost provides tools to millions of users throughout the world so anyone, novice or pro, can get on the web and thrive.

- 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.
- 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

Caldwell Trust was founded in November of 1993 to provide personal, traditional and independent trust services. Since that time, the business has continued to grow through individuals who are attracted to a trust service provider that sincerely believes in giving clients what it promises, including quality investment management and estate planning.

- 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

HealthPlan Services is the top independent provider of sales, benefits administration, retention, and technology solutions for Fortune 500 insurance and risk management companies like Aetna, AIG, Humana, and Cigna. Their solution suite effectively manages all client operations, administering over 5 million members (2.4 million on exchange) and \$12.7 billion in premiums under management.

- 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.
- Payment Search project, 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 to existing products and functionality, fixing issues in the production and development environments.

## Software Engineer

### BMV

Feb 2014 - Aug 2014

BMV Corp, provides document processing and consulting assistance to those who wish to consolidate their federal student loans. These services result in affordable and manageable monthly loan repayments for clients.

- 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).

## Web Developer

### Morris 4x4

Nov 2011 - Feb 2014

Established in 1990, Morris 4x4 Center has worked to provide Jeep enthusiasts and 4x4 lovers with quality Jeep parts and accessories. Their e-commerce web site includes over 40,000 Jeep parts, accessories and services for Jeep models ranging in years from 1941 to present.

- 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

### IUTIRLA

Bachelor Degree Computer Science

Sep 2002 - Jul 2006

