

Paolo Manalo

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Technical Experience

Programming Languages:
Java, JavaScript

Backend Frameworks/Techologies:
SpringBoot, Apache Kafka, node.js

Frontend Frameworks/Techologies:
react.js, HTML5, CSS

Database Knowledge:
noSQL, MySQL

AWS:
RDS (Aurora), DynamoDB, DocumentDb, Lambda, CloudFormation, S3, Lex, Kinesis

Education

University of Wisconsin - Madison
Graduation: Spring 2017
BS, Economics with Math Emphasis
Certificate in Computer Science

Work Experience

Liberty Mutual
Seattle, WA | January 2020 – Present
Software Engineer, Liberty Telematics Team

- Developed a RESTful, event-driven API to consume data from insurance policy systems to support mobile driving data discount programs with Apache Kafka, Spring Framework, and AWS DocumentDB
- Implemented a kSQLdb backed ETL process to manifest insurance policy changes into the driving discount mobile application which maintains 1500 new policies monthly
- Architected and developed an event-driven, SpringBoot service to support program lifecycle and application generated emails
- Defined application monitoring metrics and standards for Telematics backend systems and maintained network availability of 99.9%

Liberty Mutual
Seattle, WA | September 2017 – December 2019
Software Engineer, Cloud Contact Center Telephony Team

- Designed and developed a serverless data pipeline using Apigee and AWS (Lambda, Kinesis, Aurora, S3) and integrated with Twilio to capture customer and service representative call data for reporting and scheduling in Liberty Mutual Small Business contact centers
- Coordinated and implemented an automated production monitoring strategy and architecture for 24-hour call centers using AppDynamics, Twilio, and xMatters
- Developed a Java-based self-service chatbot for medical providers using AWS Lex, Lambda, DynamoDB, and Twilio APIs to deflect the number of low-value calls handled by customer service representatives
- Implemented react.js frontend and node.js backend for outbound calling functionality for a browser-based phone application
- Developed a react.js dashboard for supervisors which monitored customer service representative activities using data made available by Twilio APIs

Epic Systems, Inc
Verona, WI | September 2015 – September 2016
Student Assistant, Legal

- Maintained CRM database to track up to 200 new contracts monthly
- Developed an interim contract database with MS Access while main CRM database underwent maintenance with zero data loss
- Coordinated correspondence and contract execution with Epic application teams, customers, and third-party consultants