

Henry Santos
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EXPERIENCE

JP Morgan Chase & Co, Wilmington, DE (January 2024-Present)

- **Product Owner-** Led initiatives to integrate all of Chase's business lending applications into the Chase mobile app. Leveraged multiple lines of business, created Jira epics, and coordinated the release and testing of these initiatives.
- **Business Analyst-** Created and prioritized Jira stories, coordinated sprint planning, and facilitated backlog grooming sessions. Collaborated with development, QA, and business teams to ensure alignment and successfully bring initiatives to production.
- **Scrum Master-** Facilitated Agile ceremonies including daily stand-ups, sprint planning, retrospectives, and reviews. Supported team productivity by removing impediments and ensuring adherence to Agile practices

Year Up, Wilmington DE (August 2023-January 2024)

- **Software Engineer Intern-** Specialized training in Application Development through partnership with ZipCode Wilmington, encompassing Java programming principles, Spring Boot framework, Angular, React, microservices architecture, RESTful APIs, Kafka messaging, cloud computing, full-stack development principles, and hands-on experience in deploying microservices.

Elsmere Fire Company, Elsmere DE (June 2022-January 2024)

- **Firefighter/EMT-** Actively served as a firefighter and emergency medical technician (EMT) with the Elsmere Fire Company, responding to emergency calls and providing critical medical care and fire suppression services to the community.

NERDiT Cares, Wilmington DE (January 2023-July 2023)

- **IT Technician-** Conducted hardware and software testing and diagnostics, managed data integrity, and maintained detailed inventory records. Proactively resolved technical issues to ensure efficient IT operations.

Shari Williams Enterprises, Philadelphia PA (October 2022-January 2023)

- **Technician/Instructor** - Repaired and maintained devices and data, instructed students on how to operate devices, and trained upcoming staff on the practice of maintaining said devices.

TAPP Network, Wilmington DE (June 2022-August 2022)

- **Digital Marketing Intern-** Digital Marketing Internship focused on SEO optimization, advertising company products across digital platforms, analyzing data for future promotional strategies, and completing an intensive 8-week HubSpot certification course.

Delaware Department of Health, Wilmington DE (June 2022-August 2022)

- **Digital Marketing Intern-** Contributed to Wilmington's STI awareness campaign by implementing SEO strategies, planning and executing digital marketing campaigns, and educating the community about sexually transmitted infections.

CERTIFICATIONS

- Customer Services and Sales Specialist, NRF Foundation (2022)
- Inbound Marketing Certification, HubSpot (2022)
- CompTIA IT Fundamentals (ITF+) Certification, CompTIA (2022)
- SUAS Drone License, Federal Aviation Administration (2022)
- Firefighter 1 & 2, NFPA 1001 (2023)
- Emergency Medical Technician, Nremt (2023)
- Professional Scrum Master™, Scrum (2023)
- AWS Certified Cloud Practitioner, Amazon (2024)

ADDITIONAL SKILLS

- Bilingual; fluent in Spanish and English
- Crisis Management
- Cross-functional Collaboration
- Agile Methodologies
- Digital Advertising