Isaac Reynaldo

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Senior Software Engineer

Professional Summary

Senior Software Engineer with 6+ years of experience delivering robust, scalable solutions across diverse industries. Proven track record of leading major production deployments, architecting modern systems, and driving technical innovation in high-impact, regulated environments. Expert in .NET ecosystem, cloud-native architectures, and full-stack development. Demonstrated success in cross-functional leadership, system modernization, and delivering solutions that improve business outcomes, operational efficiency, and user experience.

Work Experience

Senior Software Engineer

CVS Health / Signify Health | Remote | Mar 2023 - Present

Lead developer on the TacoCat team, building and modernizing large-scale, business-critical systems. Drove technical innovation, system modernization, and process improvement in a highly regulated environment.

- **Technical Leadership & Architecture:** Led 6 major production deployments as Change Owner with 100% success rate and zero incidents. Designed and implemented comprehensive clarification response processing system using CQRS and Event Sourcing patterns.
- **System Modernization:** Migrated legacy systems from MSMQ to Azure Service Bus for improved scalability. Implemented Kubernetes deployment for new .NET 8 V2 API, modernizing infrastructure and creating YAML-based CI/CD pipelines.
- **Domain Impact:** Processed hundreds of high-priority system failures ensuring business continuity and regulatory compliance. Resolved critical workflow blockers and implemented bulk failure processes for multiple business units, maintaining compliance standards.
- **Quality & Compliance:** Enhanced regulatory compliance through improved data handling and audit trail capabilities. Fixed critical UI issues affecting productivity and maintained 99.9% system uptime.
- **Innovation & Process Improvement:** Pioneered automated code quality enforcement. Conducted comprehensive logging cleanup achieving 40% reduction in system noise and storage costs.
- **Cross-Functional Leadership:** Led cross-functional teams including developers, QE, and business stakeholders across major deployments. Coordinated with multiple teams ensuring seamless integration and mentored team members on best practices.

Full-Stack Software Developer

Contact

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Education

BS Computer Science

May 2019

Florida International University

Recent Training & Certifications

C# Intermediate: Classes, Interfaces and OOP

Docker & Kubernetes: The Practical Guide [2025]

.NET Microservices: CQRS & Event Sourcing with Kafka

Cloud Computing Software Architecture Patterns

42+ hours of advanced development training

Technical Skills

Languages: C#, TypeScript, JavaScript, Python, PHP, SQL

Tresta | Remote | Jul 2019 - Jan 2023

Developed and maintained high-availability telephony systems and applications using best development practices. Led development of web chat products, mobile applications, and internal development tools.

- Maintained high-availability telephony systems and applications using best dev practices in C# .NET.

- Developed Web Chat Product with Genesys Cloud integration using HTML, CSS and Javascript for customer facing chat snippet, C# .NET for backend Web App and SQL to add Billing Packages and new stored procedures.

- Designed, developed and maintained mobile app on Android and iOS using React Native and JavaScript with Expo framework.

- Built Live Web Pages on React using Responsive Web Design Techniques while maintaining SEO requirements.

- Developed internal dev tools using nodeJS and Typescript, as well as maintained our C# Libraries.

- Developed WordPress plugins using PHP and AJAX supporting marketing initiative.

- Improved front-end website user experience through UI/UX design and implementation using HTML, SASS and jQuery.

- Wrote and updated technical documents regularly in Confluence.

Junior Software Developer

Accelya (formerly Farelogix) | Miami, FL | Oct 2018 – Jun 2019

Developed and maintained airline transaction systems involving ticket searching, pricing, and class upgrades between Online Travel Agents and Airlines.

- Analyzed, Designed and Developed transactions involving Ticket Searching, Pricing, and Class Upgrade between Online Travel Agents and Airlines using a Javascript Engine.

- Maintained and Updated Farelogix API using a JavaScript run-time environment built on C++.

- Maintained a close relationship with Lufthansa Airlines (one of the largest European Airlines), providing successful Project implementation and deployments.

- Participated in team meetings, gave bug status, corresponding patches and overall testing progress.

Key Projects & Achievements

Healthcare System Modernization & Compliance

CVS Health | 2023 - Present

- Architected and implemented CQRS and Event Sourcing patterns for clarification response processing system, improving system reliability and audit capabilities.

- Successfully migrated legacy MSMQ messaging to Azure Service Bus, improving system scalability and reducing message processing failures by 95%.

Frameworks: .NET Framework/Core/8, Angular, React, React Native

Cloud & DevOps: Azure, Kubernetes, Docker, CI/CD, YAML

Messaging: Azure Service Bus, Apache Kafka, MSMQ

Databases: SQL Server, MongoDB

Architecture: CQRS, Event Sourcing, Microservices

Regulatory Compliance: HIPAA, SOX, GDPR, PCI

Tools: Git, NodeJS, Express.js, jQuery, HTML/CSS

Methodologies: Agile/SCRUM, TDD, DevOps

Key Metrics & Achievements

100% success rate on major production deployments with zero incidents

99.9% system uptime maintained across business-critical applications

40% reduction in system logging noise and storage costs

95% improvement in message processing reliability post-migration

100% regulatory compliance maintained in all data handling

- Implemented Kubernetes deployment strategy for .NET 8 V2 API, reducing deployment time by 60% and improving system availability.

- Established automated quality gates in CI/CD pipelines, reducing deployment risk and ensuring 100% test coverage for critical endpoints.

Airline Data Exchange Simulator

Senior Project | Miami FL | Jan 2019- May 2019

- Developed and documented the design, architecture, and optimization plan for a high-availability system for data exchange between Online Travel Agents and Airlines.

- Applied software engineering best practices in the development of a simulated Online Travel Agent using Angular for a Single Page Application written in Typescript.

- Developed a RESTful API for finding, booking, and ticketing flights using NodeJS, ExpressJS and MongoDB.

- Developed an Aggregate Server for requesting flights asynchronously from multiple Airlines using NodeJS and the latest NDC standard by IATA.

Handwriting Recognition Using Machine Learning

Spark Dev AI Team | Miami, FL | Jan 2018 – Aug 2018

- Worked with undergraduate Spark Dev Team designing an Artificial Neural Network for handwriting recognition in Python.

- Gathered and preprocessed data for training our model using the Keras Library.

- Developed a Machine Learning Model using Tensorflow combining Convolutional Neural Networks and LSTM resulting in an average of 85% accuracy.