

JOSE CONTRERAS

Full-Stack Engineer | High-Throughput Systems, APIs & Automation
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SUMMARY

Senior full-stack engineer focused on high-throughput web applications and APIs built with PHP and modern JavaScript. Delivers scalable, event-driven systems (queues, caching, webhooks) with production-grade ops across Docker, AWS, CI/CD, and monitoring. Owns architecture end-to-end, partners with growth/ops, and debugs revenue-critical issues where correctness and trust matter.

SELECTED IMPACT

- Owned and scaled an insurance quoting platform end-to-end, including a PostgreSQL domain model, secure partner API integrations, and Redis-backed caching/queues; supported multiple database-configurable Vue interfaces.
- Shipped a real-time messaging app in under one month using PHP/Vue/WebSockets, replacing a deprecated third-party service; operated in production 2+ years with company-wide adoption.
- Led a 3-engineer, 48-hour build and deploy of a real-time claims-mapping app during the Texas floods, improving response time and reducing operational cost.
- Improved performance and reliability across high-traffic PHP applications through query/index tuning, caching, background jobs, and production-grade monitoring and runbooks.

CORE SKILLS

- **Backend & APIs:** PHP 8.x, Laravel (Sanctum/Passport, service container), Livewire, Node.js, REST APIs, GraphQL, WebSockets, OAuth 2.0, OpenAPI/Swagger, webhooks, queues/background jobs, idempotency, deduplication, retries/backoff, rate limiting
- **Frontend:** Vue 3 + Vite, Pinia (Vuex), Nuxt, React, Next.js, JavaScript/TypeScript, Tailwind CSS, responsive UI, accessibility (a11y), testing (Vitest, Jest)
- **Data & Storage:** MySQL 8, PostgreSQL (PostGIS), Redis (cache/queues/Horizon), MongoDB, SQLite, Amazon S3 (object storage), data modeling, indexing/query optimization
- **DevOps & Cloud:** AWS (EC2, S3, RDS), Laravel Forge, Docker & Docker Compose, NGINX, Linux, Supervisor, CI/CD (Bitbucket Pipelines), Git, CloudWatch
- **Observability & QA:** logging/monitoring/alerting, structured logs, PHPUnit/Pest, Postman, performance/load testing
- **Integrations & Messaging:** webhooks & third-party APIs, analytics instrumentation, payment processors, Twilio (SMS), Mailchimp, Pusher (real-time), Google Analytics/Optimize
- **AI/LLMs/Automation:** OpenAI, Anthropic, Gemini, Ollama, n8n, Zapier; LLM integrations (tools/agents), RAG (retrieval-augmented generation)
- **Practices:** Agile/Scrum, code reviews, CI-driven development, runbooks, incident response/postmortems, security (TLS, IP allowlists, secrets/API key management)

PROFESSIONAL EXPERIENCE

Lead Web Developer — Digital Initiatives LLC 04/2016 – 09/2025

- Owned and evolved PrudentPet's high-traffic quoting platform: PostgreSQL data model, secure partner API integrations, Redis caching/queues, and multiple Vue-based UIs configurable via database; delivered customer and agent portals.
- Enabled growth experimentation and reporting: Google Optimize A/B tests backed by a custom analytics system; automated reporting and integrated BI dashboards.
- Built and hardened event-driven workflows across quoting, portals, and messaging (webhooks, retries, safe reprocessing); orchestrated scheduled jobs/queues to keep distributed systems in sync.

- Designed and shipped a real-time messaging app (Laravel, Vue, WebSockets/Pusher) to replace a deprecated third-party service; delivered in under one month and operated in production 2+ years.
- Led a 3-engineer, 48-hour sprint to build and deploy a real-time claims-mapping app during the Texas floods, routing tow trucks and syncing claim status live.
- Served as sole developer/architect for ClaimPix and MoveMatcher: database schema, APIs, UI, CI/CD, monitoring, access controls, and runbooks; transitioned ownership post-launch.
- Established deployment and observability standards across applications (Docker, AWS, CI/CD, alerts), documenting operational playbooks to support uptime and faster releases.
- Delivered a 4-month PostGIS routing/search proof-of-concept to match providers by real-time distance and improve conversion for location-based workflows.

EARLIER EXPERIENCE

Web Developer — PCTEL (formerly Nexgen Wireless) 05/2011 – 11/2015

Led delivery of analytics dashboards for telecom clients; optimized PostgreSQL for large datasets to improve query performance and responsiveness.

Web Developer — ForSaleByOwner (Chicago Tribune Company) 08/2009 – 05/2011

Delivered integration-heavy platform improvements—photo workflows, appraisal APIs, and financial operations—focused on performance, correctness, and maintainability.

Web Developer — Tukaiz Marketing 02/2008 – 08/2009

Implemented geo-targeted lead routing (Google Maps API) and high-volume email automation (3M+ sends/week), improving lead response and campaign efficiency.

Web Developer — Zacks Investment Research 04/2007 – 02/2008

Built a custom CMS with granular permissions for high-traffic financial sites and improved engineering workflows (testing, deployment, and maintainability).

Web Developer — Where2GetIt 12/2006 – 04/2007

Built reporting and analytics features and improved conversion workflows with a focus on performance and usability.

Dev Ops/ Web Developer — Motorola 03/1998 – 12/2006

Managed Unix/Windows production environments and web infrastructure (NGINX), automating deployments and operational workflows while improving uptime, performance, and incident response for internal systems.

EDUCATION

M.S., Computer Information Systems — University of Phoenix 2000

B.S., Electrical Engineering — DeVry Institute of Technology 1994

CERTIFICATIONS

MCSA; CompTIA Security+, Network+, A+ 1994 - 2000