

Zachary Baca

Software Engineer

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PROFESSIONAL SUMMARY

Versatile Software Engineer with a passion for clean, scalable code and strong experience across full-stack JavaScript development. Skilled in building modern web applications using React, Angular, Node.js, and MongoDB. Proven ability to work in Agile environments, develop RESTful APIs, and contribute across the full software development lifecycle. Adept at debugging, improving UI/UX, and deploying high-quality software solutions.

TECHNICAL SKILLS

- LANGUAGES:** JavaScript (ES6+), Python, HTML5, CSS3, SQL
- FRONT-END:** React.js, Angular, Redux, React Native, Tailwind CSS, Bootstrap, Vite
- BACK-END:** Node.js, Express.js, Django, RESTful APIs, Bcrypt, Web Sockets (Socket.io)
- DATABASES:** MongoDB, MySQL, PostgreSQL, SQLite, Sequelize
- TOOLS:** Git/GitHub, Agile/Scrum, Jira, VS Code, ServiceNow, Postman

EXPERIENCE

Billing & Operations Specialist | Surf Internet | La Porte, IN May 2023 – Present

- Diagnose and resolve complex billing logic errors and service discrepancies for residential and commercial fiber internet clients, utilizing internal CRM and database tools.
- Act as a technical liaison between end-users and engineering teams, translating customer reports into actionable tickets to improve service reliability.
- Maintain high-volume record accuracy within billing systems, requiring strict attention to detail and logic verification similar to code debugging.

Software Engineer I, CSI, Inc, November 2022 - April 2023

- Modernized a legacy application using Angular, improving performance and maintainability.
- Designed and implemented UI enhancements for internal tools used by over 500 employees.
- Resolved bugs, increased customer satisfaction and improved product reliability.
- Reduced workflow processing time through improved image component UX/UI.
- Worked in Agile teams to deliver features, fix defects, and participate in sprint reviews and planning.
- Used Git for version control and collaborated via code reviews and pull requests.

Programming Analyst, Cognizant, December 2021 - May 2022

- Handled dashboard issues using ServiceNow, improving response times and accuracy.
- Provided technical support for financial applications and debugged critical issues.
- Collaborated cross-functionally to optimize knowledge base articles and incident tracking.
- Reduced incident handling time by creating reusable support documentation.
- Participated in Agile routines and improved process documentation using internal tools.

TECHNICAL PROJECTS

ISSUE INSIGHT: SOFTWARE BUG TRACKER | Full Stack Developer Technologies: MongoDB, Express, React, Node.js, Web Sockets, JWT

- Architected a full-stack project management application allowing teams to track bugs, assign tasks, and monitor development progress.
- Implemented Web Sockets to enable real-time updates, ensuring team members see task changes instantly without page refreshes.
- Secured the application using JSON Web Tokens (JWT) for authentication and BcryptJS for password hashing.

-Live Demo:

SCHOOL COURSE CATALOG | Full Stack Developer Technologies: React, Express, SQLite, Sequelize ORM

- Developed a course management system using a Relational Database (SQLite) and Sequelize, demonstrating SQL proficiency alongside NoSQL skills.
- Implemented protected routes and data validation to ensure users can only modify their own coursework data.
- Live Demo:**

EDUCATION

Fullstack JavaScript Development in JavaScript (ES6), React.js, Express.js, Node.js, HTML5, CSS3
Treehouse, Online

Software Engineering in JavaScript (ES6), React.js, Express.js, Node.js, HTML5, CSS3, Python, Django, Bcrypt
Kenzie Academy, Indianapolis

Full Stack Web Development in JavaScript (ES6), React.js, Express.js, Node.js, HTML5, CSS3, MongoDB, Bcrypt
V-School, Salt Lake City

WEBSITE, PORTFOLIO AND PROFILES

GitHub: <https://www.github.com/zacharybaca>

LinkedIn: <https://www.linkedin.com/in/zacharyjordanbaca>

Portfolio: <https://www.zachary-baca.dev>

VOLUNTEER EXPERIENCE

Front-End Web Developer, Key Conservation, October 2020 - December 2020

San Diego, CA

- Developed mobile app features using React Native and Expo, aligning with client requirements.
- Implemented intuitive navigation UI, improving user experience and app accessibility.
- Used Trello to manage tasks and communicate updates during the development cycle.
- Integrated feature enhancements based on feedback and maintained coding standards across updates.