

# Santiago Ulloa

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## EXPERIENCE

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**American Express, Remote**  
*Frontend Software Engineer*

Jan 2020 – Jan 2024

- Optimized dashboard load times from **17 seconds to 2.7 seconds**, achieving an **84% improvement in performance**. Implemented key performance optimizations, including server-side rendering, code splitting, tree shaking, and lazy loading. Contributed to American Express winning the **J.D. Power Award** for Best Website in 2024 through significant performance enhancements.
- Spearheaded the development of a paperless experience module enabling US customers to enroll in paperless notifications, supporting the company's **cost-reduction strategy**.
- Created a tax season banner module for the US market, allowing customers to easily access and download an Excel report of their yearly expenses, **enhancing financial transparency and user convenience** during tax season.
- Enhanced user experience by implementing **new designs, scalable solutions** and **optimizing performance** for key components of the Your Spending Report (YSR) feature.
- Built a React full-stack web app that automated business unit review roadmaps, **streamlining processes** for SCRUM masters and product managers and **enhancing data presentation for leadership**.
- Optimized Useful Links marketing module via payments route, **generating \$11 million in revenue**.
- Developed and maintained high-traffic modules that attracted millions of monthly visits, significantly boosting **user engagement** and **overall site activity** as part of the Proactive Engagement SCRUM team.
- Led migration of frontend modules to modern **RESTful APIs** and **GraphQL** improving system scalability.
- Built **responsive** UI components in React that served more than **10 million** monthly active users across desktop and mobile platforms.
- Implemented **Web Content Accessibility Guidelines (WCAG)** updates across frontend dashboard modules, conducting regular accessibility audits to ensure **ADA** compliance.

## TECHNICAL SKILLS

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Amazon Web Services (AWS)- S3, EC2, CI/CD, CSS, Design Language System (DLS), Docker, Enzyme, Express.js, Figma, Format.js, Git, GraphQL, HTML, Holocron (Micro-frontends), Iguazu, Java, JavaScript, Jenkins, Jest, One App, PostgreSQL, Next.js, Node.js, Parrot, React, React Testing Library (RTL), Redux, SQL, Storybook, Tailwind CSS, TypeScript.

## PROJECTS

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- **Officely:** Developed a Reddit-like app for offices. Features a frontend with user authentication, post creation, and real-time feed updates, supporting user comments. Tech stack: HTML5, CSS3, JavaScript, AJAX Custom API, Postman. [Link](#).
- **Officely fullstack:** New and improved Officely with an entirely new UI and a monolithic backend using Spring Boot and PostgreSQL. Tech stack: HTML5, CSS3, JavaScript, Java, Spring Boot, Postman, PostgreSQL. [Link](#).
- **Cartit:** a full-stack grocery shopping list app with authentication. Tech stack: AWS, CSS, Docker, Java, Spring Boot Microservices, Material UI, Postman, PostgreSQL, React. [Link](#).

## EDUCATION

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**Scrum Alliance**, Certified Scrum Master (CSM)

**General Assembly**, American Express Developer Academy (Software Engineering Immersive)

**Brooklyn College**, Bachelor of Science, Business Management and Finance