SUMMARY

Results oriented **Frontend Software Engineer** with extensive experience in optimizing web applications for **enhanced performance** and **user engagement**. Proven expertise in implementing key technologies, **leading projects**, and **driving strategic improvements** in software development. **Strong collaborator** and **communicator**, adept at working within SCRUM teams to achieve program **goals** and deliver **outstanding user experiences**.

LANGUAGES

- CSS
- Java
- Python
- SQL
- HTML
- JavaScript
- Swift
- TypeScript

LIBRARIES/FRAMEWORKS

- Jest
- React
- React Testing Library
- Spring Boot
- Next.js
- Node.js
- Redux
- Tailwind CSS

TECHNOLOGIES

- Amazon Web Services (AWS) - S3, EC2
- Docker
- Jira
- PostgreSQL
- Postman
- Confluence
- MongoDB
- GraphQL
- Figma
- Splunk
- Storybook

CONTROL/DEPLOYMENT

- Git
- Github , Gitlab, Bitbucket
- Jenkins

SKILLS

- **Problem-solving:** Ability to tackle complex software issues and debug efficiently.
- **Communication:** Clear communication of technical concepts to non-technical stakeholders and effective collaboration with team members.
- **Time Management:** Handling multiple projects or tasks efficiently to meet deadlines.
- **Adaptability:** Keeping up with new technologies and adjusting to changing project requirements.

PROJECTS

- **Officey:** 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. Link.
- **Officey Fullstack:** An improved Officey with a new UI and a monolithic backend using Spring Boot and PostgreSQL. Tech stack: HTML5, CSS3, JavaScript, Java, Spring Boot, Postman, PostgreSQL. Link.
- **Cartit:** A fullstack grocery shopping list app with authentication. Tech stack: CSS, Docker, Java, Spring Boot Microservices, Material UI, Postman, PostgreSQL, React. Link.

CONTACT INFO

Location: Washingtonville, NY 10992
Cell: (917) 902-0064
Email: santiago.a.ulloa@outlook.com
Website: https://santiagoulloa.dev
LinkedIn: https://www.linkedin.com/in/sulloa1
Github: https://github.com/SantiagoUlloa

SANTIAGO ULLOA

PROFESSIONAL EXPERIENCE

Spark Digital Solutions LLC, Remote   **June 2025 - Present**
Founder and CEO/Software Engineer

- Founded and **scaled web development agency** serving clients across diverse industries.
- Led full-stack development of **responsive websites** using Next.js, achieving **99.9% uptime** and **sub-2 second load times**.

Outlier, Remote   **June 2024 - Present**
Software Developer - AI Trainer

- Evaluate the **quality** of AI-generated code, including human-readable summaries of your rationale.
- Write human-readable summaries of **coding problems**.
- Write explanations of how code can **solve problems** and **evaluate various solution** approaches.
- Solve **coding problems**, writing **functional and efficient code** in Java, Python, JavaScript/TypeScript, Swift, SQL.
- Write **robust test cases** to confirm code works **efficiently and effectively**.

American Express, Remote.   **Jan 2020 - Jan 2024**
Frontend Software Engineer

- Led optimization of Amex 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 dashboard modules, conducting regular accessibility audits to ensure **ADA** compliance.

EDUCATION

Certified Scrum Master (CSM) - Scrum Alliance
American Express Developer Academy - General Assembly
Bachelor of Science, Business Management and Finance - Brooklyn College