

# Jacquese Wilson

## Full-Stack Developer

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## Professional Summary

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Full-Stack Software Engineer with 7+ years of experience building and supporting enterprise-grade and startup applications across fintech, cloud infrastructure, and mobile platforms. Proven track record delivering scalable RESTful APIs, payment integrations (Stripe), and cloud-native systems using Java/Spring Boot, Flutter, Node.js, Go, Python and GCP/AWS. Experienced in CI/CD automation, microservices architecture, and real-time data systems. Known for reducing technical debt, improving deployment pipelines, and collaborating cross-functionally to ship production-ready solutions.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

## Work Experience

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### Foundational Full Stack Developer

Auset X Technology, LLC

May 2024 to Present

- Founding Developer.
- Spearheaded scalable clean code mobile app development, streamlining boat bookings, payment, and customer onboarding via Stripe APIs.
- Engineered Google Cloud(GCP) infrastructure fully utilizing Firestore schemas, Authentication and Cloud Functions(MEAN & GGRM stack)with encrypted, real-time data synchronization.
- Go Fiber Integrated Google Document AI GUI and API for automated license verification.
- Integrate Stripe for multi-user payment flows.
- Deployed continuous integration workflows and releases to iOS and Android platforms.
- Mentored junior developers in Xcode, Flutter and best coding practices.

### Technical Support Specialist

OpticalTel-Coral Gables, FL

November 2023 to May 2024

- Liaised between customers/users and development teams regarding bug reports or feature requests
- Provided exceptional customer support via phone, email, and chat channels to resolve inquiries, troubleshoot issues, and ensure customer satisfaction
- Maintained a high level of professionalism and empathy while addressing customer concerns and resolving complaints in a timely manner
- Utilized CRM software to accurately document customer interactions, update account information, and track issue resolution progress

### Software Developer

TechBeez Solutions-Remote

January 2023 to May 2023

Turn training into practical technical solutions with realistic milestones, using Java and Selenium best practices.

Selenium | IntelliJ | Java | Maven | Spring | Page Object Model | DOM | Software Development Life Cycle | Agile | JDBC | Git | MySQL | Junit | Rest-Assured | Jenkins | API | Excel

DEV

- Developed Enterprise APIs/applications using Spring Framework.
- Test Web API using Junit, Rest-Assured and Selenium best practice.
- Hosted MySQL database on AWS and create Spring Repo to connect and update data.
- Develop web scraper API in Java using Selenium, Page Object Model, etc to test, emulate, gather and submit data for companies.

## **Tech Sales Representative**

ISG, Infinity Sales Group-Boca Raton, FL

July 2022 to January 2023

Developed and improved the capabilities of the sales representative team over the course of a year.

POS | Customer Support | Complaints Handling | Dispute Resolution | Paylocity | Conflict Resolution

SUPPORT

- Received 97% satisfaction rating from customers after completing the phone.
- Closing on 34% of calls, higher than 70% percent of the call center using POS API.
- Kept records of customer interactions, processed customer accounts and filed documents.

## **Petition Circulator**

Westaff-Hialeah, FL

January 2022 to January 2022

SUPPORT

- Meet potential signers.
- Inform them of cause and encourage endorsement.
- Ensure accurate details added.
- Gather and circulate good energy.

## **Software Engineer**

Novanta-Sarasota, FL

August 2021 to January 2022

Translate broad business goals into practical technical solutions with realistic milestones, using PaaS structures in Azure.

Azure | QT Maker | .Net | Visual Studio | C# | HTML | JavaScript | Mobile Development | Ubuntu | Git | Agile | Mongo db | Sharepoint | Machine Learning | Penetration Testing | Stash | kotlin | Teradata | React | Vue | Excel

DEV

- Perform code reviews for the team before merging/pushing code to production/integration-ready branches.
- Implement integration, and functional tests throughout coding.
- Developed two new UI features for company mobile products.
- Create and manage over 10 user stories through Azure, Project and Teams.
- Work on a wide array of systems using a common infrastructure
- Work on systems that are recording devices in surgical environments

- Work with systems that are using components of various programming languages including C#/.Net/golang
- Comply with all company policies and programs, to include those regarding ethics, conduct, safety, security, ISO, FDA, and continuous improvement.
- Perform all other related duties as assigned.

## **Technology Associate**

American Express-Sunrise, FL

July 2019 to August 2021

Responsible for managing 2 million+ accounts in the financial industry while ensuring quality service.

Java | Selenium | SDLC | PostgreSQL | Splunk | Jenkins | PagerDuty | Servicenow | Office 365 | Bitbucket  
 | Confluence | EXCEL | Oracle | AWS | Apache | JSON | XML | Super Putty | Dynatrace | SQL | PaaS | Shell  
 | Kubernetes | JIRI | Maven

### **SUPPORT**

- Promptly respond to over 10,000 customer enquiries in person or via phone, email, chat or Servicenow.
- Quickly and efficiently open customer accounts by accurately querying account data.
- Automate and reduce technical debt for the department by over 40% and CI/CD pipeline.
- Coordinate with my team and other teams working on a 24/7 basis, across all timezones.
- Leading efforts around timezones to meet and solve global issues in a clear, concise, and timely manner amongst stakeholders, support teams and separate entities.
- Organize time between incident management, communicating with above teams, learning and teaching newer teammates.
- Use Splunk and Servicenow to diagnosis incidents, find possible cause and solutions.

### **DEV**

- Understand applied Splunk and how to read data and create dashboards that cross reference and query areas in ecosystem.
- Writing, testing and reviewing code in JIRI, Java, Selenium, Jenkins, Rest-Assured, Postman, Docker, Python, Golang and more.
- Use Regex to extract data and build custom dashboards.
- Managed team building Enterprise Applications using Python and Flask, coordinating using Git Bucket and Rally.
- Helping another team with frontend design of an automated system soon to be in production.

## **Web / Customer Support Specialist**

Wix.com-Miami, FL

September 2017 to July 2019

Help customers build there ideal website for their business or personal hobbies.

HTML | SEO | POS | ESCALATION | Tableau | Google Slides | Excel | JIRI

### **SUPPORT**

- Assess customer information prior to engaging.
- Summarizing what the situation is to affirm and show customer. that I am actively listening.
- Assure customer that issue will be resolved on call, if I can't we can.
- Make sure to be patient and understanding of others emotions.
- Determine and address problem areas within company, our products, educational material and processes.
- Gather necessary data using Tableau and creating Power points to illustrate the point the data is also illustrating.
- Formulate relevant solutions on the spot for customers and colleagues.
- Report defects on JIRI.

- Working with HR and colleagues to further educate one another and drive collaborations not only at work but throughout our community.

## **Paint Associate**

The Home Depot-Hialeah, FL

November 2014 to September 2017

Deliver solutions, help customers and make sure aisles are clean.

People Management | Ethics | POS | ESCALATIONS

### SUPPORT

- Assess customer information, determine and address problem areas, formulate relevant solutions, and present the solution effectively.\
- Operate a paint dispenser to dispense a customer's choice of 1,000+ paints.
- Promote team environment by assisting with training and development of fellow employees to enhance skills and abilities in performance of their duties.
- Strengthen the aisle by packing down and organizing the merchandise so that our department is presentable and we leave a great impression.

## **Jr Software Engineer**

American Express-Sunrise, FL

January 2017 to June 2017

Developed solutions to complex problems and focused on ways to make the process more efficient.

Java | Spring | JSON | Agile | SDLC | NoSQL | SQL | GIT| Vue | Ecmascript | Mongodb | Cassandra | HTML | Selenium | Regex | Networking |TDD | React SQL | EXCEL | JIRI | Maven

### DEV

- Built Enterprise-Level applications using Java and Spring MVC. Built a couple of RESTful services using Javascript and Vue.
- Developed Batch jobs using Spring Batch to parse files (flat, xml, JSON and more) from one format to another and/or transverse the data of that file to either a Non-Relational and/or Relational database
- Received peer review of my code by my teammates and vice versa, provided sound feedback and asked descriptive questions so that we all may learn and be more efficient
- Developed solutions to complex problems and focused on ways to make the process more efficient
- Followed regular Test-Driven Development habits, use Junit testing to testing individual modules and learned REGEX, XPATH and Selenium.
- Utilized bootstrap, HTML, and JavaScript to build UI's for my RESTful services.
- Networked with my peers, gain valuable insight, knowledge, and experience my craft; made long-lasting connections.
- Conducted Code Peer Reviews and updates on JIRI.

## Education

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### **Technology (Bachelor's)**

Dade College-Miami, FL

August 2019 to Present

### **Business Administration (Associate)**

Miami Dade College-Miami, FL

September 2015 to May 2017

## High school or equivalent

Miami Northwestern Senior High School-Miami, FL

August 2008 to June 2012

## Upper secondary education

### Skills

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REST HTML Communication skills Splunk Tableau Basic math Internet of things SFTP Azure SEO iOS development Agile SDLC Computer science Equipment safety procedures GraphQL TypeScript AI implementation Help Desk Active Directory Bash (Unix shell) Jenkins Computer networking Marketing, Advertising & Public Relations Marketing Technical support Waterfall SVN Conflict management Conducting sales calls Operating Systems Test automation Productivity software Web Services Standard Operating Procedures (SOPs) implementation Attention to detail GitHub UNIX Mentoring Eclipse Confluence Data entry Regex Data warehouse Redshift Pandas Handling customer inquiries Supply chain APIs CSS Authentication Software architecture Microsoft Windows Server JBoss .NET AI chatbots Google AdWords Continuous integration Systems & applications support Sales XML Internet sales DocuSign Maven Analysis skills Call center experience Dimensional inspection ASP.NET Scrum GitLab Java Spring Pivot tables HDFS Software development Order entry Network architecture Web Development Business requirements MongoDB Data modeling Microsoft SQL Server Cross-functional collaboration Software testing Visual Basic Linux Software documentation Product demos Google Docs HTTP Data interpretation Appointment scheduling Payroll processing Microsoft Project CI/CD Mac OS Collaboration with Sales Live chat PostgreSQL React Objective-C Teamwork Customer relationship building E-commerce Mechanical troubleshooting Hardware maintenance Bash Science & Research Golang Debugging UI development Implementing APIs Data analytics Scripting Root cause analysis Embroidery Spring MVC Software Development TCP/IP Data analysis reporting Project management JSON VMWare Workflow automation system Paving Shell Scripting Microsoft Outlook ADP Unit Testing User Interface (UI) Manufacturing OOP Manufacturing company experience Back-end development Customer service NumPy Product design Microsoft Office Quality control operations Software deployment Leadership SharePoint Embroidery machine operator experience JUnit NoSQL Visio Stone paving Order processing Swift Visual Studio Docker JPA Kotlin Warehouse experience Full-stack development S3 Technical sales Bootstrap Time & attendance systems WordPress Troubleshooting Windows Quality control Spring Boot Regular expressions Next.js Jira System

administration Phone etiquette Python ServiceNow Client interaction via phone calls Web design Go Data reporting Test Cases 4G/LTE C++ 5G Node.js Less PHP Dealership operations Developing and maintaining backend systems Ant Clean code Databases Data acquisition MySQL AI Sewing machine operator experience J2EE Data structures Microsoft Access Hibernate Call Center SQL Vue.js AWS Google Workspace support Dimensional measurements Microservices JavaScript QA/QC Angular Git Application Development SEO analysis DevOps IT support Desktop Support Express.js EDI Technical Proficiency Design patterns Customer Support Research IT infrastructure

## Languages

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- Spanish
- English - Expert

## Links

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<https://github.com/QueseGen>

<https://www.QuezGen.com>

<http://www.linkedin.com/in/jacquesewilson>

## Certifications and Licenses

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### **Google Analytics Certification**

Present

### **Splunk Power User Certification**

Present

### **Splunk Core User Certification**

Present

### **Google Adwords**

June 2021 to Present

### **Driver's License**

### **CompTIA Security+**

### **CCNA**

### **CompTIA A+**

### **CompTIA Network+**

## ITIL Certification

## AWS Certification

### Additional Information

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#### Skills

Software: My technical skills range from novice experience with React.js to basic knowledge in JavaScript/4yrs, JQuery and more than a half decade intermediate/applied knowledge in Selenium/2yrs, Python/Flask Framework/4yrs, Java/Spring Framework/6yrs, Rest-Assured, POM, Spring JDBC/6yrs, Spring JPA/6yrs, Spring Hibernate//4yrs, Docker/3yrs, Golang/3yrs, Vue.js/2yrs, React.js/3yrs, Node.js/3yrs, REMIX.run/1yr, RESTful Microservices/6yrs, CRUD Operations/6yrs, Typescript/2yrs, AWS/2yrs, BDD/2yrs, Junit Testing/4yrs, can learn Cucumber, TDD/4yrs, HTTPS Protocol/5yrs, CI/CD, Java OOPs concepts/6yrs, Git Bash/5yrs, GitHub/5yrs, Maven/5yrs, Jenkins/5yrs, Selenium WebDriver/2yrs, Agile/5yrs, SDLC/5yrs, RESTful API Services/5yrs, consuming APIs/4yrs, Networking/TCP/IP/6yrs, Relational Databases/SQL (such as MS server, PostgreSQL, MySQL, etc)/4yrs and Non-Relational Databases (such as MongoDB)/5yrs, TSQL/3yrs, PSL/4yrs, GraphQL/3yrs, Scripting/4yrs, Microsoft Office|Excel|Project|Excel/Powerpoint/10yrs, Linux/4yrs. Git/5yrs, Tableau/4yrs, Splunk/4yrs, HTML/5yrs, Incident Management/3yrs, ITSM/3yrs and ServiceNow/3yrs ; with a great deal of experience of all of the above.

#### My best attributes:

- Ability to work under pressure and meet most deadlines, maintain a pleasant, professional attitude towards customers and co-workers, remote and in person.
- Flexible, dependable and have a willingness to learn, excel and master any position as well as assist where and when needed software development.
- Deliver high standard work and quality data mining and analysis (business intelligence).
- Takes ownership and ability to resolve problems in a calm, understanding and helpful manner when tackling problem tickets and impact bridges.
- Show poise, confidence and persistence through personal and professional endeavor through calls and life.
- Positive “can-do” attitude and strong work ethic. Ability to use feedback in a positive way and build better test cases.