

# Jack Hartzler

john.m.hartzler@gmail.com | (805) 504-5116 | Fairfax, VA

**SUMMARY** Team-oriented full stack software engineer with expertise in back end development and cross-functional collaboration.

## PROFESSIONAL EXPERIENCE

### Caribou Financial

Apr 2022 - Present

#### Full Stack Software Engineer

- Designed and implemented a product discount feature in Ruby on Rails that generates over \$7k of revenue weekly (and growing) while also simplifying the DB schema for the domain and allowing for expansion.
- Created Auth0 integrations for customers and business partners to securely access our systems.
- Created API caches using Typescript to store vendor requests and responses, preventing service outages when 3rd party services go down. (Node)
- Rapidly patched all security vulns in multiple services to unblock SOC2 compliance, and wrote a playbook for other engineers to triage and patch security vulns. (Ruby on Rails, Node)
- Designed and implemented API to allow refund requests to be handled automatically. (Ruby on Rails)
- Created test service to return lender decisions, unblocking the ability to test our system end to end. (Node)
- The only non-staff level engineer recognized as a member of a pilot tier-2 support rotation. (RoR, Node)

### Medallia

Nov 2020 - Apr 2022

#### Software Engineer II

- Built REST and GraphQL APIs using Java for Medallia's core SaaS product.
- Delivered a project for a new line of business on time despite changing requirements.
- Part of on-call engineering rotation to fix customer issues and deploy hotfixes when necessary.
- Became the go-to person for critical business logic areas while simplifying the domain.

### Potomac IT Group

Oct 2019 - Nov 2020

#### Software Engineer

- Contributed to the design of a new web app on Angular7/Tomcat/Java.
- Implemented and deployed hotfixes to customer support escalations.
- Mentored new software engineers, including doing code reviews and pair programming.
- Improved code coverage in JaCoCo and expanded coverage using JUnit and Mockito.

### CA Technologies

Jun 2017 - Oct 2019

#### Software Engineer

- Led project to turn CLI plugin proof-of-concept into a production release using Node.js.
- Mentored a software engineering new grad to grow in her skills and increase her impact.

#### Associate Software Engineer

- Development on Angular 4 with attention to browser compatibility and Angular best practices.
- Led sub-team during innovation sprints to create a CLI plugin using Node.js.
- Researched and implemented features for an on-prem, B2B resource monitoring web app.

### MadCap Software

Aug 2016 - May 2017

#### Software Developer

- Created new .NET UI controls using C# including a dynamic layout resizer for previewing web pages.
- Researched feature requirements and presented trade-offs and design decisions to stakeholders.

**EDUCATION** B.S., Computer Science, University of California at San Diego

June 2016

## TECHNICAL SKILLS

### Backend

Java, Ruby, Typescript, Postgres, SQL

### Frontend

Rails, Hotwire, Typescript, HTML, CSS

### Tools/Frameworks

Unix, Bash, Spring, REST API Design, GraphQL API Design

### Infrastructure

Docker, Elastic, DataDog, Kafka, Terraform