

Jacqueline T. Ott-Tran

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Work Experiences

American Express Co. – New York, NY

Software Engineer III

February 2024 – Present

- Was the team lead, handling translating requirements from stakeholders into works, writing acceptance criterias, descriptions, sizing and ensuring work complete per PI
- Designed REST API requirement between FE and BE, fetching data only as needed, caching the rest, ensuring application remain scalable even as requirements changed
- Worked with contractors, teammate and stakeholder to ensure enterprise-wide standard was met, resolving and negotiating conflict, ensuring the team have enough work but not overload
- Did DevOps work on top of regular dev work, participating in production release and change management process, ensuring release goes smoothly and anticipate/solve problems as they arise
- Organized team building, lead sprint planning and grooming sessions

Software Engineer II

December 2021 – 2023

- Worked on a dashboard application with customizable widgets, pulling data from different sources
- Created widgets, each pulling data from different external applications such as Slack and OneDrive
- Helped with designing the architecture of the application, mentored interns on the team
- Technology used: React, NodeJS, HTML/CSS, Microsoft Graph API, Slack API

Software Engineer I

August 2020 – November 2021

- Worked on a data lake that pull data sources from internal infrastructure
- Help design and create a front end that display analytic insight created from the data lake
- Help create a backend application for each data sources to automate data pulling process
- Technology used: Hadoop, Java/SpringBoot, Javascript, HTML/CSS, NodeJS, Microsoft Graph API

Technology Intern

June 2019 – August 2019

- Help built an internal search engine using machine learning, SOLR, Java and Typescript
- Used Learning To Rank feature from Solr to help determining which search result is best
- Built responsive web for mobile, supporting multiple devices
- Worked with a team of 14 engineers across NYC, Phoenix, London and India

Technical Skill

- Frontend (strongest): Javascript, React, HTML/CSS, NodeJS, Redux, Bootstrap*, Git, Enzyme, RTL
- Backend (familiar): Java, SpringBoot, Python, WebSocket, Gradle, PostgreSQL, NoSQL
- Libraries: Tableau API, Microsoft Graph API, Slack API, GraphQL, Firebase
- Tools: Jenkin, eCP, Docker,
- Design patterns: OOP, Functional, REST API, Publish/Subscribe, MVC, Singleton, Factory, Agile

Pennsylvania State University, State College, PA | GPA: 3.62

Bachelor of Science in Computer Science

Dec 2019

Bachelor of Science in Mathematics

May 2020