Jacob J. Troutman

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PROFESSIONAL SUMMARY

Full-stack engineer with 7 years of experience building scalable web platforms. Experienced across the stack, from React frontends to .NET APIs and Azure infrastructure. Known for solving tough technical problems, improving team workflows, and delivering software that holds up at scale.

SKILLS

Frontend: React, TypeScript, Tailwind CSS

Backend: C#, .NET (Core & Framework), Entity Framework

Cloud & DevOps: Azure, AWS, Terraform, Gitlab CI/CD, Infrastructure-as-Code

Databases & APIs: SQL Server, MongoDB, REST, WebSockets

Practices: Test-Driven Development (TDD), Code Reviews, CI/CD pipelines

Collaboration: Mentoring, customer engagement, cross-team projects

PROFESSIONAL EXPERIENCE

Velaro - Senior Software Engineer
February 2022 - August 2025, Remote

- Built and optimized front-end features in React and TypeScript, improving load times and UI responsiveness across a platform used by 100K+ daily users.
- Designed backend systems in C# and SQL that kept APIs reliable at scale, supporting 50K+ hourly requests with near-perfect uptime.
- Partnered directly with customers through discovery calls and troubleshooting sessions, helping reduce support tickets by 25%.
- Provided production support with an average response time under 2 hours, resolving 95% of issues the same business day.
- Worked with product and design teams to roll out major features and third-party integrations, ensuring they aligned with customer needs.

Erie Insurance - Professional Software Engineer
May 2018 - February 2022, Erie, PA

Claims IT Team *(2020-2022)*
- Automated email delivery with Guidewire + APIConnect, cutting manual work by 40%.
- Promoted testing culture by creating documentation and workshops that helped the team adopt TDD.

DSPro Web Delivery Team *(2019-2020)*
- Built an ASP.NET MVC monitoring tool that reduced error detection time by 60%, improving reliability for 500+ daily requests.

Infrastructure Engineering and Delivery Team *(2018-2019)*
- Automated infrastructure provisioning with Terraform, reducing setup from days to hours and eliminating 90% of manual errors.

EDUCATION

University of Pittsburgh / Bachelor of Science in Actuarial Mathematics
August 2014 - April 2018, Pittsburgh, PA
Minor: Computer Science / GPA: 3.80