
VICTOR SANTOS

STAFF SOFTWARE ENGINEER

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PROFESSIONAL SUMMARY

Experienced software engineer and UI expert specializing in scalable user experiences with React, Next.js, and modern web technologies. Strong leader, mentor, and skilled in cloud computing, microservices, and API development. Committed to resilience and staying ahead of trends to deliver intuitive applications. Visit my website for more: <https://vsantos.info>

WORK HISTORY

Sr. Software Engineer, 06/2023 - Current

Hearst | Marketplace – New York, NY

Leadership & Team Management

- Led cross-functional teams, managed stand-ups, task delegation, and ensured smooth transitions during organizational changes. Acted as Scrum Master, facilitating ceremonies, task refinement, and roadmap planning.

Mentorship & Training

- Mentored junior developers, QA, and data engineers, improving skills, teamwork, and performance.

Technical Expertise

- Developed a modular framework for scalable storefronts, reusable NPM packages, and technical solutions like reverse proxies.
- Implemented server-side logging, synthetic UI monitoring, alerts, and automated workflows, reducing manual development operations.
- Built a custom tool using Bash scripts and CI YAML automation, streamlining development operations.

Project Management

- Coordinated with product managers and stakeholders to meet deadlines. Led key project launches, including Seller Partner Loyalty Program integration and Sponsored Products.
- Managed the successful launch of five new storefronts in 2024.
- Automated Jira workflows to streamline transitions, from pull requests to release, improving

efficiency and capturing release markers.

Collaboration & Communication

- Created documentation, training resources, and diagrams for team alignment. Fostered cross-team collaboration for high-impact project launches.

Customer-Focused Delivery & Impact

- Enhanced site conversions by 50% through fast delivery, A/B testing, and data-driven insights from GA to improve PLP and PDP.
- Supported customer-facing projects like newsletters, retail media, and merchandising operations.

Recognition & Impact

- Continuously recognized for leadership, ownership, and results in team reviews and feedback channels.

Staff Software Engineer - Remote | NY, 09/2020 - 05/2023

Vroom—E-commerce for Buying and Selling Used Cars – New York, New York

Frontend Development & Micro-Frontends

- Designed and implemented scalable UI/UX flows using Next.js, React.js, Material UI, and Figma, improving usability and customer experience.
- Developed Module Federation for the Vroom Transaction Manager (VTM), enabling dynamic runtime component imports and allowing teams to build and release features independently.

Backend Development & GraphQL Microservices

- Built and launched a Super GraphQL Service with Apollo, Node.js, and TypeScript, consolidating multiple GraphQL services to enhance team autonomy over codebases and schemas.

DevOps & CI/CD Optimization

- Automated GitLab CI/CD pipelines, simplifying deployment of NPM packages after successful merge requests.
- Collaborated with DevOps to:
- Migrate apps from KOPS to EKS with ephemeral environments for branch testing.
- Implement Identity Access Manager and integrate AWS ALB (Application Load Balancer), streamlining secure access to internal tools.

Applications & Tools Developed

1. Stocking Tool

- Automated vehicle inventory uploads from vendor CSV files and Webhooks.
- Technologies: React.js, Golang, PostgreSQL, AWS Lambda.

2. Scanner UI Tool

- Reduced internal processing time by 70% by digitizing car title/document scanning.

3. Document Review UI

- Built and led a team of 4 people to implement an interface for document validation (e.g., VINs, signatures).

4. Transaction UI

- Designed a step-based app for title and registration processes.

Engineering Leadership

- Increased unit test coverage for the checkout app from 5% to 85% using Jest and a CI/CD test quality tool.
- Led projects like Vehicle Trade-In and eDoc Embedded Signing, delivering critical features without regressions.
- Mentored junior engineers, conducted PR reviews, and contributed to UI library stabilization.

Performance Optimization & Problem Solving

- Diagnosed and resolved cross-application bugs through monitoring and root cause analysis.
- Optimized app performance for scalability and improved user experience.

iOS & Backend Contributions

- Debugged and improved features in the Vroom iOS app built with Swift.

Hiring & Documentation

- Participated in hiring processes, candidate evaluations, and onboarding.
- Authored and maintained comprehensive documentation for systems and features.

Technical Skills

- Languages & Frameworks: React.js, Next.js, TypeScript, Node.js, Golang, Swift, C#.
- APIs & Protocols: GraphQL (Apollo), REST, TWIN.
- DevOps Tools: GitLab CI/CD, AWS (ALB, Lambda, S3, EKS), Okta.
- Testing Tools: Jest, Code Quality, and Analysis.
- Design Tools: Figma, Material UI.

Lead FrontEnd Engineer, 05/2016 - 08/2020

IPSoft | Amelia.ai – New York, NY

About the Company

- Amelia.ai is a leading AI company specializing in developing advanced conversational AI systems that enhance user experiences through natural and immersive interactions.

Responsibilities

1. Leadership & Project Management:

- Plan, organize, and oversee operations and personnel for forward-facing websites and in-house development projects.
- Led and drove the development, planning, and execution of a B2B project designed to support over 10,000 concurrent users worldwide.

2. Product Development:

Amelia v3:

- Develop a customer-facing application integrating WebRTC for real-time video streaming and interaction with a 3D avatar using text and audiovisual communication.
- Create animated 2D SVGs to demonstrate NLP (Natural Language Processing) system interactions dynamically.

Amelia v2:

- Develop a high-performance 3D brain visualization using THREE.js and WebGL to offload animation rendering from the CPU to the GPU.
- Migrate the administrative interface from ExtJS to ReactJS with Redux and Redux-Saga.

3. Web Application Development:

- Maintain and enhance client-facing web applications using React.js, WebSocket, Redux, Redux Saga, and Docker.
- Utilize Express/Node to build dynamic API-based routing applications, incorporating JSON configurations.
- Work with MongoDB for data relationships, Redis for caching, and Fastly for accelerated content delivery.

4. Testing & Monitoring:

- Operate in a Test-Driven Development (TDD) environment using Cypress and Bitbucket CI/CD pipelines.
- Implement comprehensive monitoring practices to track metrics for performance, security,

errors, and user behavior.

5. Feature Development & Customization:

- Implement interactive flow diagrams with D3.js and React, ensuring an intuitive and accessible interface.
- Lead the design, development, and optimization of a forecasting feature.

6. Mentorship & Leadership

- Led a team of four Frontend engineers, guiding them.
- Worked with product managers to prioritize tasks and keep projects on track.
- Mentored junior developers by setting goals and providing support in agile sprints.
- Collaborated with designers, stakeholders, and teams to deliver high-quality features.
- Developed positive working relationships with stakeholders to effectively coordinate work activities.

EDUCATION

Bachelor of Science: Telematic Engineer, 12/2004 - 01/2012

Pontificia Universidad Católica Madre Y Maestra - Dominican Republic

Associate of Science: Web Designer, 01/2007 - 12/2007

The Altos De Chavón School - Dominican Republic

SKILLS

Frontend: React.js, Next.js, TypeScript, JavaScript, HTML, CSS, Material UI.

Backend: Node, C#, Golang

Performance: Code Splitting, Lazy Loading, Lighthouse Audits.

Leadership: Team mentoring, code reviews, cross-functional collaboration.

State Management: Redux, Context API, MobX.

APIs: GraphQL (Apollo), REST.

DevOps: GitLab CI/CD, Docker, AWS (EKS, Lambda, S3).

Tools: Git, Figma, Jira, Storybook.

WEBSITES, PORTFOLIOS, PROFILES

- <https://www.linkedin.com/in/victors1681>
- <https://www.youtube.com/@victors16811>
- <https://github.com/victors1681>

CERTIFICATIONS

AWS Certified Solutions Architect - Associate, 12/27/22

LANGUAGES

Spanish

Native or Bilingual

English

Full Professional

PROJECTS

SAAS Project highlights the development of a scalable platform for developers and small businesses. I designed and built both the front-end and back-end with Next.js, AWS tools, and cloud integration, focusing on user experience and performance. This project showcases the full development process, addressing scalability and maintainability challenges.

Doc: <https://vsantos.info/from-idea-to-reality-creating-my-full-stack-saas-application/>

The iOS app **MSeller** is designed to enhance the sales process for business owners and sales teams. It offers tools for managing product catalogs, orders, inventory, and customer interactions on the go.

App Store: <https://apps.apple.com/us/app/mseller/id6496435577>

3D Brain - Showcasing Artificial Intelligence

This project features a 3D digital brain built with Three.js to highlight Amelia.ai's artificial intelligence. It offers an interactive experience that demonstrates AI's power in a visually engaging way.

<https://github.com/victors1681/3dbrain>

Nosedive is a personal project focused on helping individuals track and improve their social scores, inspired by the concept of social reputation. The app offers features that monitor interactions, feedback, and social behavior, empowering users to make more informed decisions about their relationships and social status.

<https://nosediveapp.com/>