

Jonathan Haywood

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Full stack web applications developer with two decades of diverse industry experience designing and scaling high-performance web solutions. A hard-working, driven professional with the ability to work independently, communicate effectively and a proven track record of architecting and delivering quality software.

SKILLS

- **Frontend:** JavaScript, TypeScript, Next.js, React, Redux, CSS3, SASS, Tailwind, HTML5, Responsive Design
- **Backend:** Node.js, C#, Python, ASP.NET Core, SQL, SQL Server, Postgres, NoSQL, Microservices, REST
- **DevOps & Cloud:** Azure, AWS, Serverless Architecture, Git, Docker, CI/CD

WORK EXPERIENCE

Concentrix: *Senior Web Applications Developer* Nov 2023 – Present

- Created conversational phone assistant with Node.js, Typescript and AWS services, leveraging generative AI, Twilio telephony, TTS and STT to automate event registrations, eventually managing 40%+ of incoming calls.
- Architected and implemented a React/Python app that used generative AI and custom-built Retrieval Augmented Generation (RAG) to generate email templates containing knowledge base data extracted from PDFs.
- Collaborated with international team to build a React/Python app using generative AI to transform natural language questions into SQL queries for retrieving data from Azure Databricks and rendering dynamic charts, enabling quick insights into large data sets.

Care Continuity: *Senior Web Applications Developer* Dec 2016 – Nov 2023

- Served as Frontend Lead and spearheaded efforts to create and maintain a reusable React component library using Redux, Tailwind and Storybook; built three role-based React SPAs supporting a 50+ team of admin users navigating patients after hospital admission, reducing patient readmissions by 49%.
- Migrated legacy ASP.NET MVC app processing 6 million patient records to a React SPA with ASP.NET Core on Azure, including JWT authentication, session expiration, permissions, error/analytics reporting and SignalR real-time notifications.
- Created C# bulk report processing engine using .NET Task Parallel Library to efficiently fetch large amounts of data, generate paged PDFs and upload results to Azure blob storage.
- Built custom Redux-based JavaScript forms library managing 150+ form instances.

Rainstorm Technologies/SteadyRain Inc: *Lead Software Architect* May 2014 – Nov 2016

- Sole developer of a cloud-based ASP.NET Web API service for greenfield app, handling database access, authentication, permissions, caching, logging, IoC/DI, cloud-based message queues and data encryption in collaboration with a remote team.
- Worked with an international team of clients, PMs and designers to build a custom content management system using KnockoutJS and ASP.NET Web API for e-commerce and virtual conferences, supporting 30+ sites and 100,000+ users.

New Century Software: *Software Engineer* July 2012 – May 2014

- Built company's first web-based pipeline integrity app using ASP.NET MVC 5 and ExtJS interfacing with GIS REST services and mapping components for real-time interaction with millions of survey data points.
- Worked with an Agile team to create a Bootstrap, KnockoutJS and ASP.NET Web MVC application that enabled users to validate and stage large dumps of Oracle GIS data and merge them with existing production data, an industry first.

Penton Media: *Web Application Developer* May 2006 – April 2012

- Designed and developed multiple custom DotNetNuke modules in C# and VB.NET to handle authentication, SEO, CRM integration and analytics for hundreds of online publications.
- Contributed to the development of a custom content management system serving millions of online articles and comments, as well as a custom event registration system that processed thousands of attendee registrations and speaker sessions for in-person conferences.

EDUCATION

COLORADO STATE UNIVERSITY, Fort Collins, CO

Bachelor of Science in Computer Science, Minor: Mathematics