

John Jenkins

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SOFTWARE ENGINEER

- **Backend software engineer** specializing in modernizing enterprise systems, building scalable microservices architectures, and delivering high-volume solutions across financial services, healthcare, and insurance technology sectors, serving millions of users globally.
- **Proven expertise** in leading technical delivery and cross-functional teams, from solution architecture and API design through data integration, automated testing, CI/CD pipelines, and deployment for enterprise operations.
- **Skilled at** driving measurable operational improvements through system optimization and cloud infrastructure, accelerating release cycles, automating data workflows, and resolving performance issues in distributed systems.
- **Adept at** building resilient, event-driven architectures using Kafka, RESTful services, and containerized microservices with Docker and Kubernetes, ensuring fault tolerance and scalability for multi-system environments.

TECHNICAL SKILLS

Languages & Operating Systems: Golang, Java, C++, JavaScript, Python, Linux, Unix, Windows, macOS

Frameworks: Spring Boot, Hibernate, REST APIs, Microservices, Kafka

Testing & QA Tools: Mockito, JUnit, Cucumber, Testify, BDD, Automated Testing

Databases & Data Tools: MySQL, Oracle, MongoDB, Elasticsearch

Cloud & DevOps: AWS, Docker, Kubernetes, Jenkins, GitLab, GitHub CI/CD, Agile/Scrum, CI/CD

Platforms & Tools: IntelliJ IDEA, GoLand, Confluence, Splunk, Postman, Swagger/OpenAPI, Eclipse, Jira

Security: Spring Security Authentication & Authorization, JWT, Gin Middleware, bcrypt

PROFESSIONAL EXPERIENCE

American Express – Phoenix, AZ

01/2022 – 03/2025

Global financial services leader serving 141M+ card users with 3,000+ travel partners.

Software Engineer

Designed and developed high-performance backend workflows and APIs to support enterprise membership, rewards, and payment systems. Optimized distributed systems for scalability and security across complex, high-volume financial applications. Collaborated cross-functionally to architect and deliver robust, high-throughput solutions.

- Modernized system backend (Go, Java, Spring Boot, REST APIs) to integrate new partners at scale, leveraging modular services and API gateways to improve system reliability, resilience, and maintainability.
- Corrected enterprise-wide data definition inconsistencies with standardized schemas and saga-based distributed transaction framework, enhancing consistency and reliability of business operations.
- Trimmed API latency by ~57% for transactional data through microservices redesign and Elasticsearch caching in Golang and Java, improving system responsiveness and reliability.
- Accelerated software release cycles by ~50% through CI/CD pipeline automation and containerization with Jenkins, GitLab CI, Docker, and Kubernetes, enabling faster, consistent, and scalable deployments.
- Developed and executed automated regression tests (JUnit, REST-assured) across modularized microservices to ensure new code stability and continuity of existing business processes.

Salesforce – Seattle, WA

06/2021 – 11/2021

Global leader in customer relationship management (CRM) and enterprise cloud solutions.

Software Engineering Fellow

Worked in Search Engineering team, collaborating to strengthen the enterprise infrastructure across Core CRM, Service Cloud, and Platform Cloud environments, optimizing data consistency and system scalability in global, multi-cloud deployments.

- Delivered improved search performance for external business and internal users by optimizing Apache Solr APIs across AWS-based Spring Boot REST applications.

- Delivered scalable APIs with Spring Boot, Hibernate, and AWS, enabling automated deployments and high-volume operations.

Deloitte Digital – Newark, NJ

09/2020 – 02/2021

*Global consulting leader in enterprise digital transformation, serving Fortune 500 clients in 150+ countries.***Software Engineer**

Partnered with Prudential Financial to modernize enterprise insurance policy systems, transforming core business functions into scalable, resilient services and improving operational performance and reliability.

- Reduced policy processing time by redesigning legacy systems into modular microservices for policy management, auditing, and calculations using Spring Boot, AWS, and Kafka, with REST APIs and event-driven messaging.
- Improved enterprise system resilience and fault tolerance by scaling applications on AWS cloud, enabling reliable performance under high workloads.

Kaiser Permanente – Lake Oswego, OR

02/2020 – 07/2020

*One of the largest U.S. healthcare providers, providing integrated care delivery to 12 M+ members.***Software Developer**

Developed backend systems and modernized enterprise data pipelines by migrating legacy applications to multi-tier architectures aligned with enterprise architecture principles, enabling scalable and efficient data delivery.

- Modernized backend systems into modular services with object-oriented design and standardized data patterns, accelerating new partner integration, claims, enrollment, and membership processing.
- Replaced manual data workflows by designing automated pipelines using Spring Boot, Kafka, and REST APIs, with monitoring, logging, and error handling to accelerate reporting and downstream analytics.

Freelance – Portland, OR

12/2016 – 10/2019

Software Developer

Developed digital tools and backend infrastructure to automate accounting operations and client data for Massie Dalai, a regional accounting firm offering bookkeeping, financial, and tax solutions for mid-sized businesses.

- Designed secure customer portal that automated invoicing, tax filing, and financial reporting, and built backend database for integrated reporting, reducing staff workload, client inquiries, and payment collection cycle time.

Solera Holdings – Westlake, TX

08/2006 – 11/2016

*Software, data analytics, & cloud-based platforms for vehicle & insurance industries, serving 280K+ customers in 120+ countries.***Senior Software Developer**

Led and mentored team of seven developers to modernize enterprise claims applications and global data systems (total loss, claims estimation, vehicle parts, and claims data), overseeing QA/testing across internal and offshore teams. Supported post-acquisition integration, ensured product continuity, and shaped next-generation claims platform architecture.

- Integrated multiple ADP legacy claims applications, modernizing backend services with Java/Spring Boot, standardizing valuation logic, and unifying data models into a single, scalable, enterprise platform.
- Collaborated with consulting group, Quality Assurance (QA), and offshore testing teams to extend total loss claims functionality to field staff via iPhone app, resulting in faster claims adjudication.
- Resolved claim processing delays by implementing asynchronous processing, database indexing, service partitioning, and load-balanced containerized services, enabling stable high-volume performance.

EDUCATION

Bachelor of Science (B.S.), Computer Science | University of Pittsburgh | Pittsburgh, PA