



ENG. ISRAEL SANTIAGO

SOFTWARE ENGINEER


Hello! I'm a passionate **software engineer** with **7+ years of experience** in **web development**, specializing in JavaScript and TypeScript. I started as a **self-taught programmer**, driven by curiosity and a constant desire to grow. Throughout my career, I've worked on building scalable, high-performance applications, always embracing new technologies to stay ahead.

Beyond coding, I'm a lifelong learner, fluent in English and Spanish, and on a mission to master five languages. I'm also an avid reader, constantly exploring ideas that fuel my creativity. My dream? To live and work internationally and continue expanding both my professional and personal horizons.

REACH ME OUT

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SKILLS

Personal Skills

- Problem-solving & critical thinking
- Effective communication & teamwork
- Leadership & accountability
- Adaptability & time management
- Attention to detail & decision-making

Growth Skills

- Continuous learning & curiosity
- Resilience & self-discipline
- Emotional intelligence & adaptability
- Goal setting & self-motivation
- Innovation & flexibility

jumpcloud™ Software Engineer III

November 2022 - Current

JumpCloud is a **cloud-based directory platform** that provides **identity** and **access management (IAM)**, device management, and **zero-trust security**. It enables IT teams to **manage users, devices, and access permissions** across Windows, macOS, Linux, and cloud applications, serving as a **modern alternative** to traditional directory services like Active Directory.

At **JumpCloud**, I led the front-end development for Windows Features, owning all UI-related work for policies, groups, and devices. Here's what I did:

- **Sole Frontend Developer for Windows Features** for over **two years**, responsible for all UI-related work, including policies, groups, and devices within the platform.
- **Revamped the UI** for our portals by migrating from basic CSS to Tailwind CSS and integrating our in-house component library, significantly improving design consistency, maintainability, and user experience.
- **Led front-end development efforts** using **Vue 3, Composition API, and Pinia**, leveraging **TypeScript** for better type safety and scalability. Refactored legacy code to improve flexibility by creating reusable components and composables, reducing duplication and enhancing maintainability.
- **Played a key role in developing the App Catalog**, an internal **"app store"** within JumpCloud, enabling admins to select up to 10 apps, configure them, and deploy them to specific devices or groups. **Focused on building a seamless and dynamic UI** while ensuring efficient state management with Pinia.
- **Implemented unit tests** to ensure code reliability and maintainability, improving test coverage and reducing regression issues.
- **Worked within an Agile environment**, participating in sprint planning, daily stand-ups, and code reviews to ensure smooth development cycles and continuous improvements.
- **Optimized code quality and performance** by introducing best practices, improving reactivity handling, and ensuring a modular architecture, resulting in a more scalable and maintainable codebase.

PayPal Software Engineer III

November 2022 - June 2023

PayPal is an **online payment platform** that allows users to send, receive, and manage money securely. It **supports transactions** for **businesses** and **individuals** worldwide.

At **PayPal**, I **enhanced the Business Resources Center (BRC)** to improve performance and user experience. Here's what I did:

- **Developed and maintained** an in-house **UI component library** using **React and TypeScript**, ensuring reusability and scalability across projects.
- **Optimized Node.js/Express APIs, reducing response times by 20%**, improving endpoints performance, and enhancing user experience.
- **Implemented unit tests** to ensure code reliability and maintainability.
- **Followed Agile methodologies**, collaborating with cross-functional teams to deliver high-quality solutions.
- **Assisted in onboarding new team members**, providing guidance to help them quickly adapt to the project.



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HOBBIES

- **Avid reader** of history, sci-fi, and science.
- **Tech enthusiast**, always learning new skills.
- **Fitness-focused**, enjoy strength training.
- **Family & cat lover**, value quality time.
- **Passionate** about personal finance & growth.
- **Fan of Star Wars & Harry Potter.**

STACK

DATABASES



BACK-END



FRONT-END



OTHER



UNKNOWN, BUT LEARNING AND OPEN TO GROW



COMPASS Software Engineer II

April 2022 - September 2022

Compass is a **U.S.-based real estate** company that uses technology and data-driven insights to help agents buy, **sell, and rent properties** more efficiently. It offers a **modern platform with AI-powered tools**, marketing support, and personalized services to streamline real estate transactions.

At Compass, I **reimagined** our internal pipelines dashboard to create a more **user-friendly experience**. Here's what I did:

- **UI Revamp & Reusable Components:** Redesigned the deployment tool's interface using React and TypeScript, eliminating duplicate code and building reusable components. This not only refreshed the look and feel but also streamlined the workflow.
- **Enhanced Navigation:** Overhauled the information architecture by creating a new homepage that allowed users to find what they needed with fewer clicks—resulting in a 30% drop in support requests.
- **Feature Integration & Agile Collaboration:** Partnered with back-end developers to introduce innovative features while working in an agile environment. I also refactored the codebase, screens, and routing system to boost overall performance.
- **Quality Assurance:** Emphasized robust unit testing to ensure a reliable, high-quality product from day one.



March 2020 - April 2022

Creative Software International is a **Tijuana-based** third-party **contractor** specializing in **custom software development**, delivering scalable web, mobile, and enterprise solutions.

At Creative Software International, I started as a WordPress developer and was later promoted to Software Engineer I, specializing in React and Redux.

- **Developed custom WordPress solutions**, including plugins and fully tailored websites.
- **Led front-end development using React**, Redux, and TypeScript, improving performance and maintainability.
- **Built a real-time chat** system with **WebSockets**, enabling direct communication between jewelry merchants and customers.
- **Developed a custom dashboard**, based on a dashboard template, allowing merchants to manage inventory, upload jewelry pieces, and track sales.
- **Integrated REST APIs** for seamless interaction between services.
- **Implemented Stripe and Stripe Connect**, enabling secure multi-merchant transactions.
- **Worked in an Agile environment**, collaborating with designers, back-end developers, and stakeholders to deliver high-quality solutions.



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REFERENCES

Available upon request:

- **Robert Mulley** – Manager, JumpCloud
- **Damian Alanis** – Former Co-worker, PayPal
- **Keri Savoca** – Manager, Compass
- **Edwin Gutierrez** – Manager, Creative Software International
- **Paula Flores** – Client, Heymaia

EDUCATION

PSYCHOLOGY

Universidad Humanitas
2022 - 2024 (truncated)

PROGRAMMING COURSES

Plenty of udemy courses
2015 - Present

SYSTEMS ENGINEERING

Instituto Tecnológico de Tijuana
2015 - 2021 (graduate and degree holder)

BUSINESS ADMINISTRATION

CETIS 58 High School
2013 - 2015 (graduated)



heymaia.io Founder

Jan 2016 - present

I run a custom software development business, building **web apps**, **mobile apps**, **eCommerce** platforms, and **tailored software solutions** to help businesses streamline operations and grow.

Leading a **multidisciplinary team** of backend, frontend, mobile, and WordPress developers to deliver custom software solutions — from WordPress websites to scalable platforms built on microservices and monolithic architectures — tailored to each client's unique needs.

- **Developed websites** and **custom software** for clients across healthcare, dental, restaurants, immigration, sales, fashion, and more — built primarily with Astro and WordPress, adapted to each client's goals and content needs.
- **Developed custom WordPress plugins** and eCommerce platforms, delivering tailored solutions for clients in retail, furniture, and food & beverage — including optimized product catalogs, checkout flows, and payment integrations.
- **Architected** and **built from scratch** a **multi-tenant SaaS platform** for tailor shops (<https://tailorbird.app/>), structured as a Turborepo monorepo housing three apps — a Next.js 15 frontend, a NestJS backend, and a VitePress documentation site — on PostgreSQL/Prisma. Implemented Stripe subscription billing with usage-limit enforcement, Clerk role-based access control, Twilio SMS notifications, and multi-location/multi-currency order management, developed using AI-assisted workflows (Claude Code) and backed by 627 automated tests at ~95% overall coverage (99% backend, 91% frontend).
- **Led frontend development** of a call center management dashboard, covering agent, client, and campaign management workflows.
- **Contributed to API development** on the call center project in close collaboration with backend engineers to improve performance and reliability.
- **Applied Agile methodologies** across projects, serving as Scrum Master to facilitate sprint planning, team collaboration, and continuous delivery.
- **Delivered solutions** across healthcare, retail & eCommerce, food & beverage, fashion, education, SaaS, and tech sectors — adapting to each industry's specific challenges.
- **Co-developed** Vite Drive (vitedrive.mx), a complete ride-hailing platform — personally responsible for the full admin dashboard in Next.js and backend contributions in NestJS.
- **Leveraged AI-assisted** development as a peer programming tool throughout the development lifecycle — critically reviewing, validating, and refining AI-generated code, and independently implementing changes when a different approach was warranted.