DIEGO ORTIZ

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SUMMARY OF QUALIFICATIONS

- Backend engineer who likes small, well-tested services and clear runbooks.
- Experience across 3 employers, most recently as Senior Software Engineer at Copperline Software.
- Comfortable owning a service end to end: design, build, deploy and on-call.
- Known for clear communication with colleagues and for following work through to the end.

EDUCATION

University of Amsterdam — **Amsterdam**
BSc Computer Science — *2016*

PROFESSIONAL EXPERIENCE

Copperline Software — **Chicago, IL**
Senior Software Engineer — *Mar 2024 – Present*

- Reviewed pull requests daily and kept the team style guide up to date.
- Reduced cloud spend on staging by shutting down idle environments overnight.
- Cut p95 response time on the checkout service from 900 ms to 240 ms by reworking queries and caching.
- Added structured logging and tracing so incidents could be traced across services in minutes.
- Ran on-call for the payments platform and wrote the incident runbooks the team still uses.
- Ran the MySQL cluster behind the customer portal, including backups and upgrades.

Kestrel Cloud — **Chicago, IL**
Software Engineer — *Feb 2021 – Feb 2024*

- Built a feature-flag system so risky changes could be switched off without a deploy.
- Worked with product managers to break large features into weekly releases.
- Paired with the security team to remove secrets from config and rotate keys automatically.
- Built and maintained REST APIs used by 10 internal teams and two mobile apps.

Copperline Software — **Chicago, IL**
Junior Software Engineer — *Oct 2017 – Nov 2020*

- Automated database migrations in CI so releases no longer needed a maintenance window.
- Built an internal CLI that cut new-engineer setup from a day to an hour.
- Designed the event model for order tracking and reviewed every schema change with the data team.

PROJECTS

Open-source rate limiter library (side project)

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

Hackathon: real-time bus tracker

- Planned and delivered it alongside day-to-day work, with a written plan and agreed success measures.
- Shared the results with the wider team and kept the documentation up to date.

TECHNICAL SKILLS

Languages & tools: Spring Boot (Java 17)
General: Git, Docker, Linux, REST APIs, CI/CD
Languages: English (Fluent)

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CERTIFICATIONS

- AWS Certified Cloud Practitioner
- Scrum Fundamentals

EXTRA-CURRICULAR ACTIVITIES

- Volunteer at a local food bank twice a month.
- Treasurer of a local sports club, keeping the accounts and membership list.
- Member of a community choir.

REFERENCE

Hamza Osei
HR Director, Tidewater Apps
Contact: hamza@example.com