Jake Francis

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Summary

Full Stack Engineer with extensive experience in designing and implementing full-stack solutions, including a standalone Marketing Store feature and borrower-driven loan application flow. Skilled in API development, UI architecture, and working closely with stakeholders. Eager to leverage expertise in collaborative environments to drive impactful results.

Employment

Optum Financial (aquired Proceed Finance) | *Fullstack Software Engineer*   **Nov 2023 - Present**
- Designed and implemented a standalone Marketing Store feature within the existing platform, building out the full frontend, backend, and database schema; enabled customer self-service and saved ~500 hours annually across support and marketing.
- Built and launched a borrower-driven loan application flow, integrating ID verification, document upload, and e-signature; contributed to a 94% increase in automatic payment enrollment.
- Developed backend systems for a pre qualification credit check flow and exposed new API functionality to partners; supported integration and led technical demos to customers.
- Collaborated cross-functionally on all projects—gathering requirements, designing systems, writing tickets, and delivering demos to both internal teams and external partners.

NRC Health | *Fullstack Software Engineer*   **Jul 2022 - Jul 2023**
- Built and maintained features for a drag-and-drop survey builder powering physician summaries in EPIC; contributed across the stack while ramping up quickly in a large Ruby on Rails codebase with no prior knowledge in Ruby.
- Developed and successfully pitched a real-time summary preview proof-of-concept to engineering leadership and VPs, enabling admins to instantly visualize physician-facing components without triggering the backend pipeline.
- Implemented patient-facing privacy toggles to control which survey sections appear in clinical summaries; optimized performance by decoupling frontend updates from full data rebuilds.

United Wholesale Mortgage | *UI Developer II (Mid Level)*   **Nov 2021 - Jul 2022**
- Built and maintained Vue frontend features for Brand 360, enhancing user experience for mortgage brokers.
- Created a Vuex test utility that reduced test boilerplate by ~25% and personally increased test coverage by 30%, improving reliability and dev velocity.
- Refactored core UI components, reducing iframe load times by ~70% and resolving instability issues with third-party integrations.
- Led bi-weekly UI/UX huddles with 20+ people to showcase features, share tools, and align on frontend and design practices across teams.

Michigan State University - Fullstack Bootcamp | *Teaching Assistant*   **Sep 2021 - Mar 2022**
- Mentored students in a 6-month part-time program, covering JavaScript, React, Node.js, and SQL databases
- Led office hours and 1:1 sessions to debug student projects and deepen understanding of fullstack concepts.

Arcade Apps LLC (ClawCrazy.com) | *Web Developer*   **Jul 2021 - Nov 2021**
- Owned development of the Vue frontend, Firebase cloud layer, and Node.js control logic running on Raspberry Pi devices as the sole in-house engineer at an early-stage startup.
- Refactored a 2,000-line control system to support multiple arcade machine types with flexible, cloud-driven command sequences; contributed to ~$6K in earnings from a single $500 machine during its first weekend.

Cook Nuclear Station / AEP | *Senior Chemistry Technician*   **Nov 2016 - Jun 2021**
- Performed 24/7 shift coverage as the Lead Technician responsible for monitoring and maintaining the chemistry of Cook's two units that supply energy to power more than 1.5 million homes.
- Developed an internal web pager to alert chemistry technicians about off-normal samples, ensuring compliance with required sampling events.

Technologies and Languages

- Typescript, Javascript, VueJS, React, SASS, Axios, Express, Firebase, MongoDB, Postgres, Cypress, Jest, Vue-Test-Utils, Ruby, Ruby on Rails, Sinon, Mocha, Webpack, Linux, Bash, Git, Github, NPM, MySQL, SQL, GraphQL, Sinatra, Sequel ORM

Education

Doane University | *B.S. Chemistry, Chemistry*   **2007 - 2012**