Godfrey Cortez

Software Engineer

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Skills & Qualifications

Programming - TypeScript, JavaScript, Java, C, C++, Python, Swift, SQL

Frameworks - Jest, React/Redux, Angular, Spring Boot, OpenAPI, Express, Bootstrap

Tools - Git, Postman, Nx, pnpm, VS Code, GCP, Docker

Experience

Replicant - Toronto - Remote

Software Engineer II   ***June 2024 - Present***

- Collaborated to create a mono-repo solution for voice bots within similar industries to share common components and use-cases, allowing for the team to scale the development of bots resulting in a time savings of 30+% on time spent for development
- Led over 8 projects creating voice bots with the usage of internal SDKs in TypeScript and large language models to automate contact centres in multiple industries including retail, airlines, debt relief and delivery services used by 10K+ callers a day leading to reduced costs

Software Engineer I   ***July 2022 - June 2024***

- Communicated and worked remotely with clients and stakeholders on cross-functional teams such as Product, QA, Engagement Managers, and other engineering teams to estimate timelines, develop prototypes, iterate and implement solutions, provide technical feedback and align on expectations resulting in voice bots delivered on time with high client satisfaction
- Contributed 5 components to an internal shared library to improve standardization in the development of voice bots and wrote several documents on processes within the organization such as the usage of components, setting up development environments, and creating alerting within the platform allowing for a unified approach to the development process
- Improved internal tooling within the team by fixing bugs within the internal SDK and shared libraries, upgrading an internal VS Code extension to support mono-repos, and provided support to other teams, saving time on their development process by avoiding workarounds

Software Developer Co-op   ***Sept. 2021 - Dec. 2021***

- Developed several voice bots leveraging internal machine learning models to automate contact centres in the insurance, retail, and food industries which is being used by 10K+ callers a day
- Represented the company by meeting with customers to update them on the status of projects, clarified requirements, and gathered information to move the project forward

Scotiabank - Toronto

DevOps Engineer Co-op   ***Sept. 2020 - Dec. 2020***

- Improved the bank's CI/CD user experience by adding new features such as a search function to a deployment's log, modifying and adding new emails which notified users the status of their deployment, and correcting UI/UX bugs
- Led lunch & learns on agile and communication within the workplace, such as user story splitting and the bullwhip effect, leading to improved development practices

Education

University of Waterloo - BASc. Honours Computer Engineering

Co-op Program   ***April 2022***