

Jason Pollard

Staff / Principal Software Engineer | Solutions Architect | AI-Enabled Engineering

Kernersville, NC | Remote (U.S.) | hello@jasonpollard.com | jasonpollard.com

PROFESSIONAL SUMMARY

Staff-level software engineer and solutions architect with 20+ years of experience designing, modernizing, and operating complex software systems. Hands-on technical leader across application architecture, cloud delivery, developer platforms, integrations, security remediation, and legacy modernization. Uses AI as an engineering multiplier for production implementation, debugging, documentation, infrastructure automation, and rapid experimentation, with deliberate human review for security, maintainability, and architectural fit.

AI-ENABLED ENGINEERING

- Use GitHub Copilot in VS Code for production engineering and OpenAI Codex for independent work, supported by repository instructions such as AGENTS.md, reusable prompts, custom tools and extensions, and structured session handoffs.
- Apply AI to decompose ambiguous work, inspect codebases, validate API contracts and data paths, implement feature-flagged spikes, remediate vulnerabilities, automate infrastructure work, and produce operational runbooks.
- Treat generated output as a draft: verify behavior with tests and engineering tools, and review dependencies, security, standards, maintainability, and production readiness before adoption.

CORE EXPERTISE

Architecture & Delivery: TypeScript/JavaScript, Node.js, Next.js, API and integration architecture, SQL, distributed systems, legacy modernization; prior depth in C#/.NET and Java/Spring

Cloud & Platform: Azure, OpenShift, Kubernetes, Docker, Terraform, Linux, GitHub, CI/CD, security remediation, operational readiness, AWS/GCP

Technical Leadership: Staff-level technical direction, hands-on delivery, mentoring, product partnership, cross-team migrations, incident and break-fix leadership, stakeholder communication

PROFESSIONAL EXPERIENCE

Lead Software Engineer | Optum | Remote | 2018-Present

- Lead architecture and hands-on delivery for internal compliance and developer-platform products, partnering with product, architecture, engineering, and leadership to define technical direction, scope, sequencing, feasibility, and operational expectations.
- Use GitHub Copilot in VS Code to decompose ambiguous user stories, implement production changes, and validate API contracts, data paths, dependencies, standards, and security across UI, service, infrastructure, and documentation work.
- For a feature-flagged UI integration spike, broke an underspecified story into testable steps and open questions; used AI to verify API shapes, cover parameter combinations, and validate data from APIs and Azure Blob Storage before implementation.
- Led vulnerability reduction across 15 repositories and related Azure Container Registry images, eliminating all critical findings reported by the organization's security platform, reducing high-severity findings, and automating Azure virtual-machine update workflows.
- Produced operational runbooks for two large projects by combining AI-assisted repository analysis and drafting with source documentation, operational knowledge, validation, and human review.
- Design and implement solutions across TypeScript/JavaScript, Node.js, Next.js, Terraform, Azure, GCP, OpenShift, Kubernetes, Linux, and Java/Spring.
- Provide staff-level technical leadership and mentoring for distributed engineers while remaining hands-on in architecture, implementation, troubleshooting, and delivery; previously managed seven direct reports across experience levels.
- Coordinate complex multi-team deployments and migrations, including GitHub Enterprise Server to Cloud, on-premises to Azure, platform deprecation, product decommissioning, security remediation, and break-fix escalation.
- Presented zero-downtime OpenShift deployment practices at an internal national engineering conference.

Senior Engineer / Software Architect | CSI | Charlotte, NC | 2016-2018

- Led break-fix, performance, and reliability work for a large monolithic application using profiling, tracing, automated testing, caching, and security scanning.
- Reduced bulk-processing time from 22 hours to 14 hours by optimizing distributed messaging, compression, and code paths; designed a Couchbase caching layer for a custom search algorithm.
- Built frontend and web-service performance suites with JMeter and introduced HP Fortify scanning for a large application portfolio.

.NET / JavaScript Developer | TradeKing | Charlotte, NC | 2014-2016

- Rebuilt a customer financial-services API and supporting applications using ASP.NET MVC/Web API, Node.js, SQL Server, RabbitMQ, Couchbase, OAuth, and automated JSON/XML endpoint testing.
- Delivered a Node.js streaming application using ZeroMQ, supporting backend services, and a 30-endpoint API with custom rate limiting, OAuth 1, RabbitMQ integration, and end-to-end tests.
- Established CI/CD and one-click deployment workflows with TeamCity, Octopus Deploy, Flyway, Linux, Windows, and AWS while coordinating server, network, and database dependencies across teams.

ADDITIONAL EXPERIENCE

- **AGDATA | .NET Database/Web Application Developer | 2007-2012:** Architected and owned .NET and SQL Server applications, including a real-time CRM integration platform, secure WCF services, Windows Services, SSIS workflows, deployment processes, and direct client delivery.
- **ChoicePoint | .NET Developer | 2006-2007:** Replaced 30 unstable VB6 applications with one .NET Windows Service, eliminating recurring server crashes, and designed reporting and enterprise integration systems.
- **Cadmus Communications | Data Processing Specialist | 2004-2006:** Built .NET tools and web applications supporting high-volume mailing and manufacturing data operations involving millions of records.

SELECTED INDEPENDENT ENGINEERING

BrandKit | TypeScript, Node.js: Built a source-driven brand asset generation system with reusable brand configuration, theme guardrails, more than 20 generator families, local PNG/PDF/HTML output, validation scripts, timed verification workflows, and review packets. Used AI to accelerate product design, implementation, visual iteration, and documentation while preserving a version-controlled source of truth.

ArcadeGhosts | TypeScript, Next.js, Neon Postgres, Vercel Blob: Built and deployed a public web application with an administrative interface, database-backed content, media storage, custom visual design, and AI-assisted product iteration.

arcadeghosts.org

EDUCATION & CERTIFICATIONS

B.A., Psychology | University of Michigan

Certifications: Oracle Certified Professional, Java SE 8; Oracle Certified Associate, Java SE 8; Microsoft MCP, Programming in C#