

James Caldwell

Full Stack Software Engineer | TypeScript · React · Node.js · .NET · Cloud | AI-Augmented Development

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SUMMARY

Full stack engineer with 4 years building and running high-volume, high-trust enterprise platforms in **TypeScript, React, Node.js, .NET, and Azure**, and 6+ years working fully remote. Helped deliver a healthcare outreach platform serving 1M+ provider offices, scaled AI voice outreach on measured results, and led my team's move to agentic development. Former technical trainer who taught 250+ career changers and has mentored interns into full-time engineering roles. Motivated by work that opens doors for learners.

TECHNICAL SKILLS

- **Languages & Frameworks:** TypeScript, JavaScript, React, Node.js, Vite, C#, .NET Core, ASP.NET Core, GraphQL, PowerShell
- **Cloud & Data:** Microsoft Azure, serverless cloud functions, Azure Blob Storage, SQL Server, MongoDB, Snowflake, MSAL/Entra ID
- **Testing & Quality:** Vitest, xUnit, Moq, unit and integration testing, test automation, peer code and design review
- **DevOps & Operations:** CI/CD pipelines, Azure DevOps, Agile/Scrum, Datadog, FullStory, Seq, incident response, root cause analysis
- **AI & Agentic Development:** Claude Code (custom skills, CLAUDE.md guardrails), GitHub Copilot, CodeRabbit, AI voice integration, prompt engineering, AI test generation

EXPERIENCE

Software Engineer | Quest Analytics LLC · Remote

Jul 2022 – Sep 2026

Stack: TypeScript, React, Vite, Node.js, .NET Core, GraphQL, Azure, SQL Server

- Helped build and launch an enterprise outreach platform that sends **~100K email, fax, phone, and direct-mail requests per business day to 1M+ provider offices**, replacing a third-party vendor platform and saving **~\$100K/year** in maintenance costs.
- Integrated the platform's API layer with an AI call vendor's pathways, then scaled AI voice outreach to **~20% of ~20K daily phone requests** as results came in, finishing batches of hundreds of calls the same day instead of over several days.
- Cut session load times **~90% (from ~45s to under 5s)** across internal and external apps, including a provider portal with ~4,000 daily users, by optimizing SQL Server queries and adding React lazy loading; eliminated load-time support tickets.
- Raised unit test coverage from **~50% to 74.1%** over 12 months across 3 worker services and 2 microservice APIs using xUnit and Moq.
- Designed the API and workflow for a new one-time campaign type, turning a new product request into reusable components so stakeholders could send one-off email, fax, or direct-mail messages.
- Moved database migrations from app startup into the CI/CD deployment pipeline, and built a PowerShell dev launcher that starts all 6 applications, runs migrations, and generates GraphQL schemas in one command.
- Led AI-assisted development adoption for a 6-person dev team by building reusable Claude Code skills for test generation, code review, and documentation sync, plus CLAUDE.md and Copilot guardrails so AI-generated code followed team conventions.
- Cut pull request approval turnaround by **50%** by pairing the AI code-review skill with a PR reminder pipeline built with DevOps.
- Handled hundreds of incidents on a rotating Tier 3 support team, resolving production issues through root cause analysis.
- Mentored **4 engineering interns** (3 hired by Quest, 1 placed elsewhere through my referral) and onboarded 5 new hires.

Co-Lead / Technical Trainer | Centriq Training · Remote since 2020

Apr 2019 – Aug 2022

- Taught full stack development (C#, .NET Core, SQL Server, JavaScript, React) to **250+ career changers**, with graduate placement rates above **80%**; connected graduates with hiring employers and supported them in their first roles.
- Built or updated 12 courses, including new beginner and advanced React courses; mentored 6 instructors on teaching methods.

Front End Developer (Contract) | Houlihan's Restaurants Inc.

Sep 2018 – Mar 2019

- Built 6 SEO-optimized, ADA-compliant websites for Bristol Seafood Grill and Devon Seafood Grill in DNN/Evoq with custom CSS and JavaScript; all remain in use with the original styling.

PROJECTS

- **Tech Outfitters** (ongoing) — Small-business web studio; built the brand and site in React, TypeScript, and Vite with a secured Express contact API (rate limiting, origin checks, CAPTCHA) on Cloudflare.
- **jcaldwell.io** — Personal portfolio in React, TypeScript, and Vite with an atomic component structure, React Router with SPA fallback, and optimized, lazy-loaded WebP images.
- **React Resource Hub** — Learning platform for React developers with practical tutorials and curated resources, built with React, TypeScript, Firebase, Node.js, and an ASP.NET Core API.

EDUCATION & CERTIFICATIONS

- B.S. Psychology, with honors — Grace University · Full Stack Web Development Certificate — Centriq, 2018 · CompTIA CTT+