

DONAN M. JACKSON

Los Angeles, CA • d.m.jackson44@gmail.com • +1 312-593-0364

SKILLS

Languages	TypeScript, JavaScript, Golang, Python, Java, SQL, Ruby
Frontend & APIs	React, REST APIs, gRPC Microservices
Data & Infrastructure	Schema Design, Query Optimization, Docker, Kubernetes, GCP, Azure, CI/CD
AI-Assisted Development	Reviewing & Correcting AI-Generated Code, Rapid Prototyping
Documentation	System Runbooks, Customer-Facing & Internal Documentation

EXPERIENCE

Independent Software Consultant / Developer

Jul 2026 - Present • Los Angeles, CA • Remote

DDS Integration Project: logistics management system and customer order portal

- Designed and shipped a courier operations platform end to end: React and TypeScript dashboard, FastAPI service layer, PostgreSQL schema.
- Built real-time dashboard views for site revenue, driver performance, SLA variance, and route telemetry, pushing live updates to connected clients.
- Integrated a third-party courier API for order ingestion, driver tracking, and multi-site management.
- Implemented role-based access control and tenant scoping, backed by a regression suite proving each boundary before and after the fix.
- Evolved the production schema through versioned Alembic migrations against live data; deployed on GCP Cloud Run, Cloud SQL, and Cloudflare Pages.
- Built a customer-facing quote and order form in React, integrated with the carrier API through a proxy that handles authentication and caches service catalogs.
- Implemented guest credit-card checkout with live rate quoting and dimensional-weight pricing, protected by CAPTCHA and per-IP rate limiting on both quote and submit.
- Paired with AI coding agents (Claude) across the stack, reviewing generated React components, SQL joins, and API handlers and correcting what the model got wrong before it reached production.

Software Engineer, Spotify

Mar 2022 - Sep 2026 • Los Angeles, CA • Remote

- Maintained Spotify for Creators Ads monetization by diagnosing and fixing bugs in podcast ad delivery across dynamic ad insertion (DAI) and Spotify's Streaming Ad Insertion (SAI).
- Supported creator-facing features spanning episode uploads, RSS distribution, analytics, and monetization settings, fixing audio and video processing failures.
- Built and delivered the Media Editing Service, a gRPC service that stitched audio and video ads into podcast streams in real time.
- Rebuilt the internal admin suite of more than fifteen operational tools, among them podcast lookup, moving shows between organizations, log viewing, and ad import.
- Served on a rotational on-call schedule, triaging live production incidents and conducting root-cause investigations, and authored the runbooks used to operate the platform.

Customer Integration Specialist & Developer, 1Password

Sep 2020 - Jul 2021 • Los Angeles, CA • Remote

- Maintained the SCIM Bridge codebase, writing bugfixes and tests across the Golang backend and TypeScript frontend.
- Contributed to the design and development of new SCIM Bridge features, filing issues for bugs and new functionality.
- Tested and designed new deployment options for the SCIM Bridge using Docker and Kubernetes.
- Supported enterprise customers over Zoom, email, and Slack, troubleshooting issues between their SCIM Bridge and identity provider (Azure AD, Okta, Rippling, OneLogin).
- Wrote and maintained customer-facing and internal documentation.

Integration Engineer, Vision Management Services

Nov 2019 - Sep 2020 • Chicago, IL

- Developed, tested, and deployed automated new-hire onboarding solutions using Python, PowerShell, and REST APIs, eliminating redundant helpdesk processes.
- Built a web application using Flask, Bootstrap, and the Meraki APIs, cutting network stack build time by 1.5 hours per deployment; later deployed to an external vendor for network build configuration.
- Built out a code repository and wrote documentation for every script deployed to production.
- Trained technicians on running and troubleshooting scripts and programs running in production.

EDUCATION

B.S. Computer Science • B.S. Information Technology

DePaul University, Chicago, IL • 2012-2017