

# JONATHAN SNOW

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## Education

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### Georgia Institute of Technology

*Master of Science in Computer Science - Interactive Intelligence*

January 2024 – Present

Atlanta, GA

### University of New Hampshire

*Bachelor of Science in Computer Science - Summa Cum Laude*

August 2018 – May 2022

Durham, NH

## Experience

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### Liberty Mutual Insurance

*Software Engineer*

July 2022 – Present

Portsmouth, NH

*Associate Software Engineer*

July 2023 – May 2024

- Develop and support the first internal production application to integrate generative AI capabilities which utilizes React and Express to serve 100+ cyber underwriters globally
- Designed and implemented a domain search feature in the cyber tool, enhancing user experience and reducing service desk ticket submissions by 40%
- Lead design and development of underwriter workup form and document generation into a streamlined experience reducing time waste and human error

*Technology Associate*

July 2022 – July 2023

- Designed a self-service Angular web-app allowing for payload mappings into the GUSP API, connecting users to downstream systems (e.g. GENIUS) while reducing errors and developer time responding to manual mapping requests
- Leveraged AWS lambda to develop an authorization solution which automatically removed users who no longer needed certain permissions improving organizational security posture

### UNH InterOperability Laboratory

*Undergraduate Technician*

August 2019 – January 2021

Durham, NH

- Led development of heat pump data clearing house using Django and InfluxDB
- Developed a firewall policy manager web app using Django and Bootstrap library enabling easier management while reducing configuration errors

## Projects

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### Cyber Risk Selection Tool | *React, NodeJS, Express, Python*

- Delivered a global cyber risk platform for underwriters creating a unified experience integrating multiple API providers and generative AI capabilities, resulting in improved, data-driven risk assessment
- Coordinated with key stakeholders and UX to deliver Datadog dashboards providing visibility into application use and providing key insights
- Supported team-of-teams initiative with data science team by implementing error handling in Python for the AI API

### Claims Content Upload | *Lambda, API Gateway, S3, EventBridge, ApigeeX*

- Delivered a new cloud native REST API through a six-month, multi-team collaboration to provide a secure and efficient system for customers and partners to submit claim-related content, reducing manual tasks and streamlining the claim processing cycle
- Implemented a common service for external APIs to enhance development efficiency for the platform and collaborated with teams to integrate claim validation and facilitate content uploads, resulting in improved development speed and processes

### RecipeSage Open-source Contributor | *AngularJS, UX*

- Created a 25-page report, analyzing the user experience and generated prototypes from needfinding surveys, heuristic evaluation, and statistical analysis of the results
- Implemented improvements to the user login experience for the password input with show/hide functionality

## Technical Skills

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**Languages:** JavaScript/Typescript, Python, Java, C, C++, HTML, Sass/CSS, Scala

**Tools/Technologies:** Linux, Git, Bamboo, AngularJS, React, AWS, Express, Docker, Node.js, NPM, Bamboo, Datadog, Jest, CUDA, REST, AWS Certified Cloud Practitioner

## Involvement

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Mentor for five TechStart engineers 2023-Present

Liberty Mutual Ignite Hackathon 2022, 2023, 2024 (Win: 2nd Place)

Liberty Encouraging Girls in Tech 2023-Present

University of New Hampshire Resident Assistant 2020-2022