

ZACHARY QUINTANA

PRINCIPAL / LEAD SOFTWARE ENGINEER | Cloud & SaaS Modernization

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PROFESSIONAL SUMMARY

Hands-on software architect and engineering leader with 17+ years of experience modernizing complex SaaS platforms, building backend and distributed systems, and moving business-critical workloads to AWS and Kubernetes. Combines deep implementation experience in Go, Python, PHP, and TypeScript with infrastructure automation, security, observability, and technical leadership. Repeatedly improves performance, reliability, deployment confidence, and engineering productivity without disrupting active production operations.

SELECTED IMPACT

99.67% faster LLM-assisted search after redesigning retrieval and execution workflows.	100x improvement in backend processing performance through architectural optimization.
4M+ messages/month supported on a high-volume SaaS messaging platform through growth and acquisition.	Colocation to AWS/EKS production migration automated with Terraform while maintaining service continuity.
Minutes to near real time for transaction processing and customer data ingestion workflows.	Multiple SOC 2 audits managed alongside security controls and operational process improvements.

TECHNICAL EXPERTISE

Architecture: SaaS architecture, distributed systems, event-driven systems, APIs, multi-tenant platforms, legacy modernization, performance engineering

Cloud & Platform: AWS (EKS, ECS, EC2, Lambda, RDS, S3, IAM, SQS, CloudWatch), Kubernetes, Docker, Terraform, Helm, Nginx, Apache

Engineering: Go, Python, PHP, JavaScript/TypeScript, Node.js, React, Vue.js, Symfony, Laravel, Flask, Django, Ruby on Rails

Data, Delivery & Security: PostgreSQL, MySQL/MariaDB, MongoDB, DynamoDB, Redis, Elasticsearch, Kafka, GitHub Actions, Datadog, Prometheus, ELK, OAuth2/OIDC/SAML, SOC 2

AI-Enabled Development: LLM-assisted retrieval, agent workflows, MCP integrations, AI-supported implementation, debugging, refactoring, documentation, and engineering automation

PROFESSIONAL EXPERIENCE

THE SMYTH GROUP | Software Engineer (Contract) | San Diego, CA **Jun 2025 - Present**

Delivering software architecture, backend systems, cloud infrastructure, and AI-enabled applications across client engagements.

- Design and build APIs, administrative tools, application features, and AWS infrastructure for SaaS and operational platforms across multiple domains.
- Work directly with clients and product teams to refine ambiguous requirements, make pragmatic architecture decisions, and deliver maintainable production solutions.
- Improve monitoring, deployment reliability, cloud security, operational visibility, and cost control within AWS environments.
- Delivered AI-enabled features and operational tooling under aggressive timelines, completing work under budget while exceeding the original scope.

PROPOSAL TECHNOLOGIES | Lead Engineer | Irvine, CA **Dec 2022 - Jun 2025**

Led engineering modernization for an established SaaS platform supporting enterprise healthcare-benefits RFP workflows.

- Led modernization across backend architecture, cloud infrastructure, deployment workflows, observability, security, and long-term technical-debt reduction.
- Played a central engineering role in migrating production from self-managed colocation to AWS and Kubernetes (EKS), using Terraform to automate infrastructure while maintaining continuity for active customers.
- Designed and implemented Go services and APIs, including authentication and identity capabilities supporting secure multi-tenant SSO.
- Integrated LLM-assisted retrieval to improve contextual relevance while increasing search performance by 99.67%.
- Managed multiple SOC 2 audits and security initiatives, strengthening controls, evidence collection, and operational processes.
- Partnered with leadership on architectural direction, engineering growth, mentoring, and stronger ownership and deployment practices.

WOLFE LLC / TELOS GIFTING - GIFTYA | Senior Software Engineer / Software Architect | Pittsburgh, PA **Jun 2021 - Dec 2022**

Improved platform engineering, AWS architecture, and delivery practices during rapid organizational growth.

- Implemented AWS best practices for account structure, infrastructure organization, deployment standardization, and operational governance across engineering teams.
- Guided Kubernetes (EKS) adoption and evolving container-platform patterns to improve deployment consistency, scalability, and operational reliability.

- Reduced transaction-processing workflows from multiple minutes to near-real-time execution.
- Strengthened automated testing, CI/CD, monitoring, and shared operational tooling to increase deployment confidence and engineering productivity.

ZINGLE / MEDALLIA ZINGLE (ACQUIRED) | Senior Software Engineer / Software Architect | **Mar 2017 - Jun 2021**
San Francisco, CA

Scaled and operationally matured a SaaS messaging platform processing more than 4 million messages per month.

- Improved processing performance by 100x through architectural redesign and targeted optimization.
- Reduced customer data-ingestion workflows from several minutes to near-real-time throughput, improving onboarding speed and operational stability.
- Helped lead Kubernetes adoption and migration toward service-oriented, containerized, asynchronous, and Kafka-based architecture under aggressive timelines.
- Modernized CI/CD and expanded automated testing across critical systems, improving reliability and exposing edge cases earlier in delivery.
- Guided authentication and legacy-platform modernization, including SSO/SAML capabilities, while preserving production continuity.
- Introduced Docker-based development environments that reduced new-engineer setup time to under five minutes.

CBS INTERACTIVE | Symfony PHP Developer / Lead Backend Engineer | Carlsbad, CA **Oct 2015 - Mar 2017**

Selected to lead backend engineering for a new digital fitness and video-streaming platform.

- Guided backend architecture and implementation for a greenfield streaming product delivered by a small engineering team within four months.
- Designed APIs supporting mobile applications and integration with existing media and streaming infrastructure.
- Established foundational application patterns and contributed to technical interviewing and team growth.

GLENDALE DESIGNS | Full Stack Developer | Glendale, AZ **Jul 2013 - Oct 2015**

- Built commercially distributed ecommerce extensions and integrations for Miva Merchant and Magento, including a reviews module that became a top-performing product in the Miva ecosystem.
- Designed and maintained a Symfony/MySQL licensing and product-management platform; contributed to software later included in a broader portfolio acquired by Miva.

CARE PLACEMENT | Director of Information Systems | San Diego, CA **Jan 2011 - Jul 2013**

- Owned architecture, development, infrastructure, and maintenance for business-critical internal and customer-facing systems across PHP web, iOS, and Java desktop applications.
- Delivered custom systems that improved operational workflows and access for distributed staff while directing ongoing modernization and reliability work.

SHN DESIGNS LLC | Web Developer | San Diego, CA **Aug 2009 - Dec 2010**

- Developed commercial ecommerce modules, custom integrations, and client solutions for Miva Merchant and Magento.
- Modernized legacy PHP systems using MVC and object-oriented patterns and launched the first jQuery-based Onepage Checkout implementation for Miva Merchant.

TECHNICAL VOLUNTEER EXPERIENCE

MEPS PROGRAMMING AT WATCHTOWER | Software Engineer (Volunteer) | Tuxedo Park, NY **Mar 2020 - Present**
/ Remote

Collaborate with globally distributed engineering, QA, infrastructure, and product teams supporting multilingual translation and media workflows.

- Develop Node.js/TypeScript services and APIs for digital-asset storage and retrieval backed by AWS S3.
- Support AWS media-processing pipelines using Python and Lambda and contribute technical evaluations for platform decisions.
- Help teams adopt CI/CD and shared deployment platforms; build proofs of concept and resolve application and infrastructure issues.

CERTIFICATION

AWS Certified Cloud Practitioner - Amazon Web Services, December 2025