Julian Mendoza

Software Developer | Cloud & Digital Applications | DevOps

Ottawa, Ontario

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Summary

Software Developer with 4+ years of experience building and supporting customer-facing digital applications within a large federal government enterprise environment. Hands-on experience across Microsoft Azure and AWS, including Angular, Java, REST APIs, CI/CD, and cloud-based generative AI solutions. Proven record of delivering secure, accessible, and maintainable applications in close collaboration with technical, business, and security stakeholders.

Work Experience

Canada Revenue Agency

Ottawa, Ontario

IT Analyst – Chat Services — *June 2022 – Present*

- Helped build and evolve the CRA's online chat platform across four major releases: first-generation chat, authenticated chat, a GenAI beta, and the current GenAI chatbot.
- Built cloud-based solutions on AWS and Azure using AWS Lambda, Azure OpenAI, and Azure Cognitive Search, enabling scalable application workflows and generative AI features.
- Assessed the technical feasibility of emerging technologies and translated business requirements into secure, maintainable technical solutions.
- Deployed application releases through Jenkins and WebLogic, improving deployment consistency and release efficiency.
- Built new features and optimized Amazon Connect contact flows, improving the digital customer experience while meeting enterprise accessibility and security requirements.

Junior Quantitative Analyst – Artificial Intelligence Project Management Office — *Jan. 2022 – June 2022*

- Wrote business cases and technical assessments for AI initiatives, evaluating feasibility, risks, costs, and organizational requirements.
- Partnered with cross-functional stakeholders to identify AI opportunities and support project governance and decision-making.

IT Developer — *Sept. 2021 – Dec. 2021*

- Built a Java plugin for the Compuware Topaz IDE that lets users run, compile, and view z/OS jobs from the IDE, streamlining mainframe development workflows.
- Worked with a team of four developers in two-week Agile sprints to identify bottlenecks in the development workflow and implement process improvements.

IT Developer — *Jan. 2020 – Apr. 2020*

- Developed an Angular 8 web dashboard that provides real-time statistics and actionable insights for data-driven decision-making.
- Designed and documented cloud-based solutions with a focus on scalability, maintainability, security, and organizational standards.

Carleton University

Ottawa, Ontario

Teaching Assistant – Systems and Computer Engineering (4 semesters) — *Sept. 2019 – Apr. 2021*

- Taught programming fundamentals in Python, and object-oriented programming and algorithms & data structures in Java, to first- and second-year students.
- Graded assignments and provided feedback for courses of 400+ students, ensuring accuracy and supporting student growth.

Projects

Capstone Project – Graph Reporting Tool

PERN Stack (PostgreSQL, Express, React, Node.js) | CI/CD

- Built a full-stack reporting application with PostgreSQL, Express, React, and Node.js, using CI/CD pipelines for automated builds and deployments.

Online Survey Application – Agile Team Project

Spring Boot | JavaScript | Agile

- Built a survey application with Spring Boot and JavaScript, working in Agile sprints with CI/CD automation.

Technical Skills

- **Languages**: Java, JavaScript, TypeScript, Python, SQL
- **Frameworks & Libraries**: Angular, Spring Boot, React, Node.js, Express
- **Cloud – AWS**: Lambda, S3, API Gateway, IAM, Amazon Connect
- **Cloud – Azure**: Azure OpenAI, Azure Cognitive Search
- **DevOps & Tools**: Jenkins, Travis CI, Git, WebLogic, CI/CD pipelines
- **Databases**: PostgreSQL
- **Practices**: REST APIs, Event-Driven Architecture, Agile/Scrum, Automated Testing, WCAG Accessibility, Technical Documentation
- **Mainframe**: z/OS, Compuware Topaz
- **Certifications**: Microsoft Azure Fundamentals (AZ-900)

Education

Carleton University

Ottawa, Ontario

Bachelor of Engineering, Software Engineering — *Sept. 2017 – June 2022*

- **Graduated with Distinction:** Dean's Honour List every semester