

Jason Thomas

Senior Software Engineer | C#/.NET | Node.js | AWS | Applied AI
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PROFESSIONAL SUMMARY

Senior Software Engineer with 8+ years of experience building backend services, APIs, and distributed systems using C#/.NET, Node.js, SQL Server, and AWS. Built and maintained backend services and internal tools supporting customer and operational workflows across large-scale messaging systems. Focused on applied AI and LLM integrations, including content moderation and machine learning classification systems. Skilled at turning ambiguous business requirements into practical, maintainable solutions. Began my career in a customer-facing role before transitioning into engineering, bringing a strong focus on usability and solving real customer problems.

CORE SKILLS

Languages: C#/.NET, SQL (T-SQL), JavaScript, Node.js

Cloud and Infrastructure: AWS (Lambda, API Gateway, SNS, SQS, EC2, S3, IAM, CloudFormation, CloudWatch), Serverless Framework, Datadog

AI & Machine Learning: LLM integrations, OpenAI fine-tuning, Google Gemini, Anthropic Claude, prompt engineering, model evaluation, AI safety and prompt-injection mitigation

Frameworks & Technologies: SQL Server, Entity Framework, Backbone.js, AWS QuickSight

Engineering: REST APIs, microservices, distributed systems, vendor integrations, dependency injection, code review

PROFESSIONAL EXPERIENCE

Senior Software Engineer | Text-Em-All | Frisco, TX | Feb 2022 - Present

- Designed and shipped an AI-powered SMS/MMS content moderation system using Google Gemini to support automated review workflows and improve detection consistency.
- Built AI and machine-learning based classification services, including a fine-tuned OpenAI model used to classify messaging use cases and support automated decision making.
- Built and maintained backend services and AI review pipelines in C#/.NET with a focus on reliability, maintainability, and visibility into system behavior.
- Built and maintained Node.js microservices and APIs using AWS and the Serverless Framework, primarily across Lambda, SNS, SQS, API Gateway, and supporting cloud infrastructure. Also supported EC2-hosted voice messaging platform services.
- Designed and maintained SQL Server tables, stored procedures, views, and database functions supporting APIs, reporting workflows, and application data needs.
- Migrated internal reporting and analytics workflows from Chartio to AWS QuickSight after platform deprecation, improving reporting capabilities and aligning analytics tooling within AWS.
- Built and maintained integrations with vendors and external platforms including Bandwidth, Infobip, AI providers, and messaging ecosystem services such as The Campaign Registry (TCR).
- Diagnosed and resolved production issues across messaging and voice systems, including vendor integrations and platform infrastructure.

Software Engineer | Text-Em-All | Frisco, TX | Feb 2018 - Apr 2022

- Built and deployed an AWS Machine Learning model used to identify inbound messages that were likely opt-out requests, helping automate compliance handling when recipients did not use standard keywords such as "STOP" or "unsubscribe."
- Built and maintained backend services and APIs supporting SMS and voice messaging workflows, including data validation and business logic used across messaging systems.
- Operated and supported cloud infrastructure across EC2, Elastic Beanstalk, and S3, including deployments, configuration changes, and production troubleshooting.
- Built and maintained internal tools used by Customer Experience and Account Management teams using C#, React, Backbone.js, Node.js, and SQL Server.
- Wrote custom SQL reports and built Chartio dashboards used by customer-facing and operational teams to provide reporting and visibility into customer data.
- Took on increasing ownership of production features and services as responsibilities expanded beyond internal tooling and support work.

Technical Support Specialist | Text-Em-All | Frisco, TX | Nov 2012 - Feb 2018

- Wrote custom SQL queries and reports to investigate customer issues and provide data-driven insights for support and internal teams.
- Served as a bridge between Customer Service and Engineering, helping translate production issues into actionable engineering work and validating fixes before release.
- Contributed minor application changes and performed QA testing, providing an early opportunity to work directly with production code and development workflows.
- Took on increasing technical ownership over time, which eventually led to a transition into a full-time software engineering role.

EDUCATION

Southern Methodist University | June 2020

Full Stack Web Development Certificate

Great Learning/AWS | November 2024

Generative AI for Business with AWS

SELECT PERSONAL PROJECTS

Safari Journal

Built a cross-platform mobile application to support an Africa safari trip, including offline-first access, wildlife guides, destination information, spotter checklists, and local device storage. Used Claude Code as part of the development workflow, app design, and implementation process. Preparing for App Store and Google Play release.

Gym Website

Built a custom website for a local gym, working directly with stakeholders to define requirements and iterate on features. Used Claude Code as part of the development workflow to accelerate implementation and refinement.