

Karan Norman

Software Engineer, Information Systems and Technology

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STRENGTHS

- 👥 **Cross functional delivery**
Product partners often sought clear technical options during customer journey planning, especially when platform constraints shaped delivery.
- 🔗 **Java service design**
Shared service work became a practical reference for peers, since reusable interfaces kept new retail workflows consistent.
- 🔧 **Production diagnosis**
When incidents crossed service boundaries, request traces and calm coordination helped teams find durable fixes.
- 🤝 **Partner collaboration**
External integration reviews surfaced contract issues early, giving delivery teams more confidence before production releases.
- ⚙️ **Workflow improvement**
Small framework decisions removed repeated application logic, making later changes easier for engineers and product teams.

SKILLS

Java Software engineering

Enterprise applications

Information systems

Application frameworks

Web services API design

Digital commerce Retail systems

Customer care systems

Identity systems

Operations software

Data processing

AI and ML integration

Automated testing

SUMMARY

Java **software engineer** with five years of progressive experience building **enterprise applications**, shared services, and customer facing systems across retail, customer care, identity, and internal operations. Develops maintainable Java services and application frameworks that connect product experiences with dependable business workflows used by large employee and customer populations. Works closely with **software engineers**, project managers, product managers, product designers, and partner teams, translating product needs into production ready behavior. Experience covers web services, digital commerce workflows, customer care integrations, identity services, operational platforms, data processing, automated testing, integration testing, release support, and production troubleshooting. Contributes practical design judgment, clear communication, and dependable implementation across broad **information systems** programs. Brings a collaborative approach that supports reliable software and thoughtful customer experiences.

EXPERIENCE

Software Engineer III, Enterprise Java Services

Cedar Peak Commerce Systems 📅 February 2025 - Present 📍 Austin, TX

Owns Java service design for shared retail and customer account capabilities supporting web, store, and support workflows. Leads technical reviews, partner coordination, production diagnosis, and reusable framework work across product teams.

- Defined reusable **Java** interfaces for **retail** services supporting web and store workflows across product teams.
- Connected customer sessions with internal **identity services**, improving consistency across commerce and support experiences.
- Created shared framework components that reduced duplicate application logic across service integration patterns.
- Translated customer journeys into technical designs with **product managers** and **product designers** during delivery planning.
- Resolved service contract issues with engineers and integration partners before production release approval.
- Traced distributed production failures and coordinated durable fixes for customer and store employee workflows.

Software Engineer II, Customer and Operations Platforms

Hill Country Service Platforms 📅 July 2023 - January 2025 📍 Austin, TX

Built Java applications and shared modules for customer care, employee operations, recruiting, people management, data processing, and machine learning workflows. Coordinated dependencies, testing, incident analysis, and platform delivery with internal teams.

- Built Java **applications** connecting **customer care** cases with account and service data for support teams.
- Created reusable modules for **recruiting** and **people management** workflows, separating rules from presentation layers.
- Transformed operational records for analytics and **machine learning** workflows with validation at system boundaries.
- Sequenced shared service dependencies with **project managers** and platform teams across application releases.
- Added automated tests for service contracts and integration paths, preventing regressions in employee workflows.
- Used logs and request traces to isolate service failures and document corrective changes for engineering peers.

Software Engineer, Digital Retail Systems

Prairie Cloud Retail Labs 📅 June 2021 - June 2023 📍 San Antonio, TX

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER



- Software Engineer III, Enterprise Java Services at Cedar Peak Commerce Systems (1.7 Years)
- Software Engineer II, Customer and Operations Platforms at Hill Country Service Platforms (1.5 Years)
- Software Engineer, Digital Retail Systems at Prairie Cloud Retail Labs (2 Years)

- Developed Java backend features, internal APIs, identity controls, batch processing, and release support for digital retail and store operations. Worked with engineers and product designers from early feature definition through production correction.
- Developed **Java** features for product, order, and account workflows used by customer web applications.
 - Connected store **operations** software with centralized services through internal APIs for transaction and status data.
 - Applied authentication and authorization checks across employee facing service endpoints using established **identity** patterns.
 - Built batch processing routines for high volume operational records supporting reporting and downstream **systems**.
 - Refined feature behavior with **product designers** and engineers, resolving integration edge cases before release.
 - Traced production defects across customer and store applications, delivering maintainable service corrections.

PROJECTS

- Enterprise Identity Service Integration** 📅 2025
Created a reusable Java integration approach for customer sessions and internal identity services. The work supported consistent account behavior across digital commerce and customer care workflows.
- Operational Data Processing Framework** 📅 2024
Built Java processing components that validated operational records and prepared structured outputs for analytics and machine learning workflows. Clear boundaries made downstream use easier.
- Store Operations API Foundation** 📅 2022
Developed internal APIs connecting store operations software with centralized transaction and status services. Consistent interfaces helped application teams deliver dependable retail workflows.

LEADERSHIP & AWARDS

- Received peer recognition for resolving distributed production issues across customer and employee service paths.
- Selected to lead implementation reviews involving software engineers, product partners, and external integration teams.
- Earned expanded ownership after delivering reusable Java frameworks for shared enterprise application behavior.

EDUCATION

Bachelor's Degree in Computer Science
Texas State University 🎓 GPA: 4.0 📅 2021 📍 San Marcos, TX
***Coursework:** Java programming, software engineering, database systems, operating systems*

CERTIFICATIONS

- Java Software Engineering Certificate 📅 2021
- Enterprise Application Development Certificate 📅 2021

TECHNICAL SKILLS

- **Java Development:** Java, object oriented programming, Java services
- **Application Frameworks:** Service frameworks, reusable components, presentation layers
- **Web Services:** REST services, service contracts, request tracing
- **API Design:** Internal APIs, interface design, data contracts
- **Identity Systems:** Authentication, authorization, customer sessions
- **Testing Tools:** Automated testing, integration testing, regression testing

- **Data Processing:** Batch processing, record validation, structured outputs
- **Retail Platforms:** Digital commerce, store operations, product workflows
- **Customer Care Systems:** Case workflows, account data, service data
- **Operations Software:** Employee operations, recruiting workflows, people management
- **Production Support:** Logs, request traces, incident analysis
- **Machine Learning Systems:** Machine learning workflows, analytics processing, downstream data

PROFESSIONAL AFFILIATIONS

- Active participant in cross functional engineering communities focused on Java services and enterprise application design.
- Collaborates with product and platform peers through technical reviews, integration planning, and production learning sessions.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST