

JOSE HINOJO

EMPLOYMENT HISTORY

SENIOR MEMBER OF TECHNICAL STAFF

AT&T - Dallas, TX | Jan 2024 - Present

- Designed and delivered APIs for **Elnas**, a mission-critical replacement for the nationwide Network Monitoring and Analysis system, exposing network events, element statuses, alarms, and ticket data through containerized services deployed to **AKS** using **Argo CD, Jenkins, and Docker**.
- Built a legacy client socket listener using a proprietary packet format to preserve compatibility for network automation teams during the NMA-to-Elnas transformation, reducing disruption and avoiding costly client-side rewrites.
- Developed automation workflows that ingest CSV data into **Snowflake** through internal APIs and query Snowflake using key-pair authentication, supporting downstream systems including the Elnas UI and Grafana dashboards used by network operations teams.
- Delivered a network element REST API that allows network operations teams to communicate with network devices and send commands to network elements as needed.
- Helped establish and improve CI/CD automation using **GitHub Actions**, contributing to more reliable build and deployment workflows.
- Developed a Keyfactor certificate renewal automation for 125 servers, reducing manual renewal effort by at least 10+ hours per renewal cycle and creating a reusable solution expected to benefit other teams across the organization.
- Modernized four production applications from Java 8 to Java 21, improving maintainability, reducing end-of-support risk, and supporting long-term platform stability.
- Remedied security vulnerabilities through **Veracode static scanning**, CSO security checks, and ServiceNow IT Remediation Workspace, improving the security posture of production systems and infrastructure.
- Personally selected by an AVP to mentor a newly hired employee, providing onboarding support, technical guidance, and system knowledge transfer across team applications, engineering practices, and production workflows.
- Partnered with Principal Members of Technical Staff on architecture, design, and implementation of decisions for complex enterprise systems supporting national network operations.

PROFESSIONAL MEMBER OF TECHNICAL STAFF

AT&T - Dallas, TX | Oct 2022 - Dec 2023

- Helped implement a new network monitoring architecture projected to save approximately **\$40 million** by moving from proprietary hardware and software to open-source technology.
- Designed and deployed network data APIs using **Python, PHP, Elasticsearch, Docker, Helm, and Azure Kubernetes Service**, enabling other applications to access network data more efficiently.
- Served as backup security liaison for newly onboarded Linux servers, managing SACT security checks and supporting compliance readiness for **18 servers**.

TDP SOFTWARE ENGINEER II

AT&T - Dallas, TX | Nov 2021 - Oct 2022

- Completed migration of an on-premises application to **Azure Kubernetes Service** using Docker, supporting cloud modernization and data center retirement efforts.
- Served as a Software Engineer Technical Interview Lead, evaluating candidates and supporting engineering hiring decisions.
- Contributed to a scalable technician scheduling system designed to replace legacy systems and reduce future development and maintenance costs.

TDP SOFTWARE ENGINEER I

AT&T - Dallas, TX | Jan 2021 - Nov 2021

- Supported migration of an on-premises application to Azure Kubernetes Service, contributing to cloud modernization and data center retirement efforts.
- Redesigned internal TDP marketing web pages to better communicate the program mission and support internal talent pipeline growth.
- Earned Microsoft Azure certifications to strengthen cloud-native development skills and support enterprise cloud transformation initiatives.

SOFTWARE ENGINEER

CBRE - Richardson, TX | Jan 2020 - Jan 2021

- Supported five business partners by delivering time-sensitive Salesforce Marketing Cloud work items for global marketing campaigns, earning recognition from CEO Bob Sulentic.
- Built full-stack forms and reporting automations using **HTML, CSS, JavaScript, SQL**, and Salesforce tools to improve marketing campaign reporting workflows.
- Developed Salesforce Sales Cloud and Marketing Cloud integrations to support campaign execution and business partner needs.
- Created reusable custom email templates using **HTML, CSS, and VML** to support consistent rendering across modern and legacy Outlook clients.

EDUCATION

BACHELOR'S COMPUTER SCIENCE, MINOR IN MATH <i>Texas Woman's University</i>	Aug 2018 - Dec 2019
M.S. CYBERSECURITY & INFORMATION ASSURANCE <i>Western Governors University</i>	Sep 2022 - Mar 2024
MASTER OF BUSINESS ADMINISTRATION <i>Western Governors University</i>	May 2024 - April 2026

CERTIFICATES

MICROSOFT CERTIFIED: AZURE DEVELOPER ASSOCIATE

MICROSOFT CERTIFIED: AZURE FUNDAMENTALS

CERTIFIED SAFE® AGILIST

CERTIFIED ETHICAL HACKER v11 (312-50)

SKILLS

Cloud & DevOps: Azure, AKS, Docker, Helm, Argo CD, Jenkins, GitHub Actions

Languages: Java, Python, JavaScript, SQL, PHP

Data & Platforms: Snowflake, Elasticsearch, Grafana, ServiceNow

Security: Veracode, Vulnerability Remediation, Security Compliance, Keyfactor, Certificate Automation

Specialties: API Development, Cloud Modernization, Automation Scripting, Production Support, AI-Assisted Development

LINKS

My website: <https://josehinojo.com>

LinkedIn: <https://linkedin.com/in/josehinojo>