

Carlos Mariscal

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CAREER PROFILE

Software engineer with 20+ years of experience designing and building scalable, resilient, and fault-tolerant backend distributed systems deployed in cloud environments. Proven expertise across the full software development lifecycle—from analysis and prototyping to design, implementation, and testing—using engineering best practices and software design patterns. Extensive experience leading complex cloud migrations, modernizing legacy systems, and mentoring engineering teams in high-impact environments.

Specialties: Java, Spring Boot, Python, Go, TypeScript, CDK, Messaging (Kafka, ActiveMQ), SQL, AWS (S3, SQS, SNS, Lambda, DynamoDB, Aurora, EC2, MySQL, Redis, CloudFormation), Kubernetes, Docker, ArgoCD, Jenkins, REST API, GraphQL, Microservices, OpenAI API, Prompt Engineering

Certifications: AWS Certified Solutions Architect - Associate 2025, AWS Certified Developer - Associate 2026

CAREER HIGHLIGHTS

Designed and deployed a Slack-based AI support assistant (Python, Java, Slack API, Jira API, OpenAI, Glean RAG) that automated support across 220+ channels, handling 85% of support message traffic and reducing support volume by 27%. Built a supporting metrics dashboard and insights pipeline to drive data-informed improvements.

Led the migration of Intuit's sanctions screening platform from Amber Road to LexisNexis, designing and implementing cloud infrastructure (AWS EC2, RDS, OpenSearch, Kubernetes, ArgoCD) and backend systems (Java, Spring Boot, Kafka). Delivered reporting, batch screenings, and audit capabilities, enabling compliant screening of 130M+ Credit Karma users, 14M Mailchimp users, and Intuit's entire customer base.

Stabilized and enhanced Intuit's OBill Subscription Signup platform, eliminating critical defects by implementing an event-driven solution for idempotency and building event tracking/monitoring with UI replay features. Mentored junior engineers in design patterns (Facade, Command, Factory Method, Strategy) to instill maintainable, scalable coding practices.

PROFESSIONAL EXPERIENCE

ZOOX

Foster City, CA

Senior Application Engineer (Contract - Procom Service) (Foster City - Onsite)

October 2025 - Present

- Led the design and delivery of an AI-powered Performance Review Assistant for company-wide biannual performance reviews, automating feedback collection and analysis for 2,800+ employees. Partnered closely with HR, managers, and leadership to align business and compliance needs, cut end-to-end runtime substantially through parallelism, batching, and bottleneck removal, generated 26,000+ structured review artifacts with automated access control, and delivered significant business impact by saving ~1,400 manager hours per biannual cycle while reducing AI costs by 60–80% via intelligent caching; accelerated delivery using Cursor with the Claude Sonnet model.

INTUIT INC.

San Diego, CA

Staff Software Engineer, Developer Success Team (San Diego - Onsite)

2023 – 2025

- Designed and implemented a Slack-based AI support assistant integrating Slack API, Jira API, OpenAI, and Glean RAG (Slack history, Aurora docs, wiki, GitHub markup) to automate support responses and escalate via Jira. Deployed to 220+ support channels, reducing support volume by 27% on average, with the assistant handling 85% of Intuit's support message traffic. Tech: Python, Java, Spring Boot, Go, AWS Lambda, DynamoDB, Kubernetes, ArgoCD, GraphQL, REST, JSON, OpenAI, Prompt Engineering, Copilot, Cursor.
- Built a metrics dashboard to track escalation rates, bot response accuracy, and support volumes, enabling data-driven improvements to support operations. Tech: Java, Spring Boot, DynamoDB, Kubernetes, ArgoCD, REST, JSON, Cursor.
- Developed an insights pipeline leveraging Slack history, clustering models, and prompt engineering to recommend new documentation, product features, and tooling, improving knowledge sharing and support efficiency. Tech: Python, AWS Lambda, DynamoDB, SQS, OpenAI, Prompt Engineering.

Staff Software Engineer, Technical Lead for Sanctions Screening Service (San Diego - Onsite)

2021 – 2023

- Led migration of Intuit's sanctions screening service from Amber Road to LexisNexis, driving the architecture, design, and implementation of cloud infrastructure (AWS, EC2, RDS, OpenSearch, Kubernetes, ArgoCD) and backend systems (Java, Spring Boot, REST, JSON, Kafka). Built solutions to close feature gaps (e.g., reporting, batch screenings, audit capabilities) and ensure regulatory compliance across all Intuit products.
- Enabled enterprise-scale customer screening for over 130 million Credit Karma users, 14 million Mailchimp users, and the broader TurboTax and QuickBooks customer base, supporting Intuit's acquisitions and compliance objectives through REST APIs and Kafka-driven batch processing in partnership with all product teams.

Staff Software Engineer, Technical Lead for Online Billing Platform Subscription Signup Services (San Diego - Onsite)

2019 – 2021

- Spearheaded the stabilization of critical customer-facing subscription signup APIs, reducing a significant production bug backlog and improving QBO subscription success rates.
- Designed and implemented an event-driven solution to resolve complex idempotency issues, eliminating duplicate subscription creation and reducing long-standing production defects which included the development of an event tracking and monitoring system with UI capabilities, enabling real-time visibility, failure replay, and faster resolution of signup issues. Tech: Java, Spring Boot, Redis, AWS (Aurora, DocumentDB), ActiveMQ, Jenkins, and SQL, deploying microservices to Intuit's internal cloud infrastructure using Docker, Kubernetes, and ArgoCD.

Senior Software Engineer, Technical Lead for Online Billing Platform Catalog (San Diego - Onsite) 2017 –2019

- Led the migration from Mule to Spring Boot microservices and transitioned key APIs from on-premise infrastructure to AWS and delivered production-grade features that enhanced customer experience and revenue impact. Tech: Java, Spring Boot, Redis, AWS, Jenkins, Git, JPA, REST, JSON, Amazon Aurora
- Refactored complex legacy Catalog API using SOLID principles and concurrent processing, achieving up to 60% performance gains and improving maintainability and also Implemented Redis-based caching layer, resulting in 90% faster response times for cache hits.

TREY SOFTWARE

San Diego, CA

Senior Software Engineer, Technical Lead

2010 –2016

- Lead engineer that designed, developed, tested and maintained all software components of the Joint Integrated SATCOM Tool (JIST) web application that streamlines and automates the Department of Defense process for requesting and authorizing satellite resources. Implementation of each component followed the MVC pattern. Used Struts for the Front Controller and extended the Struts Action Servlet to route the requests to the appropriate models. Used Plain Old Java Objects (POJO) to implement the data models and the DAO pattern with custom O/R Mapping framework for the data access layer. Used JSP, Servlets, AJAX, CSS, Javascript, HTML, Custom Tags, JSTL, XML, and XSL to implement the views. Designed and implemented, using SQL DDL and DML for Oracle 10g, the tables, synonyms, views, triggers, and stored procedures used to define the application's database schema. Utilizes Java, J2EE, JPA, Struts, JSP, Servlets, CSS, Javascript, AJAX, XSL, XML, XSD, Web Services, SOAP, Java Messaging, SQL, Ant, Junit.
- Developed and maintained a cloud based big data GIS system that provides operational awareness. It's SaaS application called rWaves for client RippleNami and used the following tools: SQL Server GIS, Java, JPA, REST, JSON, Jetty, AngularJS, Javascript, CSS, Eclipse, SourceTree, Git, Grunt, SASS, Node.js

TECHFLOW INC.

San Diego, CA

Senior Application Developer

2009 –2010

- Designed and developed an application for tracking business opportunities using Java, Spring MVC, Struts, Custom ORM, Acegi Security, JSP, Javascript, XML, Junit, JBoss, Maven, SVN, SQL, and Oracle.
- Maintained various applications that support General Services Administration (GSA) utilizing Java, JUnit, Spring, Struts, Hibernate, Servlets, JSP, Javascript, AJAX, XML, JBoss, Maven, SVN, SQL, PL/SQL and Oracle

PREDICATE LOGIC INC.

San Diego, CA

Senior Software Engineer/Systems Analyst

2005 –2008

- Designed and implemented a service-oriented architecture solution that integrated JIST-NET with the Integrated Waveform Planning Tool (IWPT). The solution included the use of Java, SOAP Web Services, Apache Axis, WSDL, XML, XSD, DOM, JBOSS, authentication and authorization.
- Performed duties as the Oracle database administrator for the JIST-NET web application. Duties included Oracle software installation, creating and maintaining database scripts for development and production databases, database backups, and production database replication.
- Performed duties as Systems Analyst for the JIST-NET web application. Duties included formalizing requirements gathered from customer surveys using structured methodologies such as Data Flow Diagrams, Use Cases, Entity-Relationship Diagrams, State Transition Diagrams, and Data Dictionary.

SONALYSTS INC.

San Diego, CA

Application Developer

2000 –2004

- Managed integrated product team consisting of 7 members. Responsible for design, development, and maintenance of a highly praised database application that served as the naval data repository for a joint military battlefield simulator called the Joint Simulation System (JSIMS). Prominent tools used for development were XML, XSD, Java, SQL, Visual Basic, JDBC, ODBC, MS Access, Oracle, XML Spy, ClearCase, MS Project and CMMI
- Led a team of 3 developers in designing and implementing a web based data warehouse application. Prominent tools used for development ASP.NET, VB.NET, SQL Server 2000, and XML Spy.

MILITARY EXPERIENCE

US Navy.

San Diego, CA

Operations Specialist 1st Class (SW/AW)

1989 – 1999

- Managed and maintained the USS Constellations Battle Group's Joint Maritime Command Information System (JMCIS) database which included maintaining connectivity within the LAN and other afloat and ashore nodes. Coordinated troubleshooting efforts in areas of software and system degradation/corruption in order to maintain JMCIS operating performance. Supervised the air and surface tactical warfare pictures using the Naval Tactical Data Systems (NTDS) and Link-11. Performed duties as Navy Instructor (Fleet Combat Training Center Pacific), Training Petty Officer, Naval Warfare Publications Library Custodian, Track Supervisor and Watch Supervisor. Awarded Navy Achievement Medal and Letter of Commendation.

EDUCATION

Chapman University | Graduated 1998

Bachelors of Science, Computer Information Systems