

SUE IOANIS

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PROFESSIONAL SUMMARY

Lead Software Engineer with experience building and scaling software at Mastercard, JPMorgan Chase, OkCupid, LeafLink, and American Express in New York City. Experienced in engineering scalable applications and services, improving software quality, partnering cross-functionally, and delivering reliable digital products in fast-paced environments.

CORE SKILLS

Engineering & Architecture: Software Engineering, Data Engineering, Distributed Systems, API Production, Systems Architecture, Scalable Systems

DevOps & Reliability: CI/CD, Automation, Code Reviews, Secure Software Engineering, Application Building, Production Support, Reliability, Performance Optimization

Leadership & Process: Technical Leadership, Cross-Functional Collaboration, Agile

PROFESSIONAL EXPERIENCE

MASTERCARD – Lead Software Engineer

New York, NY

- Architected complex system integrations, owned technical problems across services, built scalable applications, promoted engineering best practices, and improved software reliability workflows.

JPMORGAN CHASE – Senior Software Engineer, ICS

New York, NY | 2022

- Architected and engineered resilient technology solutions, partnered across teams, and contributed to secure, scalable software supporting enterprise business needs.

OKCUPID – Senior Software Engineer

New York, NY | 2020

- Architected, engineered, and maintained customer-facing software features and collaborated with stakeholders to improve performance and user experience.

LEAFLINK – Senior Software Engineer

New York, NY | 2019–2020

- Architected and delivered software solutions supporting business-critical platform capabilities while improving service reliability and engineering efficiency.

AMERICAN EXPRESS – Software Engineer, Resy

New York, NY | 2018–2019

- Architected, coded, and shipped software supporting digital customer experiences and stable technical systems.

EDUCATION

Rutgers University - New Brunswick

September 2009 – May 2013

Technology Degree, Dean's List

University of London (UCL School of Management)

June 22, 2023

Certificate of Completion

MIT Media Lab

January 20, 2023

Executive Data Strategy Course • 100% Completion

HONORS & AWARDS

- The French Honors Society
- IBM Honors for Machine Learning
- Cognizant Technology Solutions Award
- The FWA Award