

JAMIE KINGSTON

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PROFESSIONAL SUMMARY

Senior Software Engineer with 10+ years of experience building scalable SaaS applications using React, TypeScript, Node.js, and PostgreSQL. Recently focused on production AI systems, including RAG pipelines, LLM-powered copilots, semantic search, and workflow automation for Slack and Microsoft Teams.

DEVELOPMENT EXPERIENCE

Senior Software Engineer, Wrangle, Durham, NC (2022–2026)

- Developed AI-powered ticketing and workflow platform used by enterprise customers across Slack and Microsoft Teams
- Designed and implemented production RAG pipelines powering AI copilots and ticket deflection using customer knowledge bases, embeddings, and semantic retrieval systems
- Improved retrieval quality by replacing fixed-window chunking with hierarchical document segmentation that preserved heading context and improved relevance in retrieved results
- Orchestrated migration from usage- to seat-based billing in Stripe leveraging prorations and scheduled downgrades
- Integrated with enterprise systems including Zendesk, Jira Service Management (JSM), Notion, and Mailersend using OAuth-based authentication, building API routes and webhook event handlers to sync tickets and documents and enable email-to-ticket creation workflows

Frontend Lead, Snthesis, Durham, NC (2019–2022)

- Built core platform for a scientific data harmonization system, enabling researchers to model, ingest, and query heterogeneous experimental data through a dynamic knowledge graph
- Developed schema- and ontology-driven interfaces allowing users to define and evolve custom data structures that map directly into a relational graph model
- Implemented federated Apollo GraphQL architecture across multiple microservices, unifying distributed scientific data sources under a single query layer
- Engineered a high-performance canvas-based data table capable of rendering and interacting with arbitrarily large, user-defined column schemas for complex scientific datasets

Senior Full-Stack Engineer, Ndustrail, Raleigh, NC (2019)

- Built React/Redux-based facility energy management dashboard with Node.js backend services for industrial monitoring and analytics
- Implemented Express middleware for standardized API request validation and data hydration across EMS services

Senior Software Engineer, Automated Insights, Durham, NC (2017–2019)

- Led migration of flagship Wordsmith application from Angular to React
- Standardized frontend tooling and development practices across repositories, including webpack configurations, linting rules, and test frameworks
- Collaborated with designers to develop reusable component and theme-based design systems

Senior Interaction Engineer / Interaction Engineer, Benefitfocus, Charleston, SC (2014–2017)

- Built responsive, accessible benefit enrollment workflows enabling employees to enroll in and manage HSA contributions
- Developed a GraphQL API layer over REST services to streamline client data access and reduce client-server traffic
- Implemented ACA 1094-C compliance web form for employer reporting within a regulated benefits system

SKILLS

TypeScript • JavaScript • Python • SQL • React • Node.js • Express • GraphQL • Apollo • BullMQ • PostgreSQL • pgvector • OpenAI API • Claude

EDUCATION

The Iron Yard Academy, Charleston, SC – Rails Engineering, October 2014

College of Charleston, Charleston, SC – Master of Public Administration, May 2014

Swarthmore College, Swarthmore, PA – Honors Major Religion; Minors Environmental and Medieval Studies, May 2007

OTHER PROFESSIONAL EXPERIENCE

SPARC Hackathon 4: Pirates of Silicon Harbor, Charleston, SC (2014) – 1st Place, Best Responsive Web Application

Conservation Planning Intern, Lowcountry Open Land Trust, Charleston, SC (2013–2014)

Program Coordinator, Honeywell Utility Solutions, Garner, NC (2009–2011)

Applied Building Science Research Fellow, Advanced Energy, Raleigh, NC (2007–2009)