

Jaime Perez

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EXPERIENCE

Securitas Healthcare

Oct. 2024 - Present

Solutions Engineer / Technical Project Manager / Software Developer

- Lead end-to-end architecture and delivery for hospital-wide RTLS, Hugs & Kisses infant protection, and environmental monitoring systems, translating clinical workflows into Cisco wireless, RF, server, database, and high-availability designs.
- Serve as the primary technical partner to hospital IT, clinical leaders, executives, and sales teams from discovery and solution demonstrations through implementation, validation, go-live, and post-deployment troubleshooting.
- Own LATAM solution delivery as the sole bilingual English/Spanish solutions engineer, leading implementations across Puerto Rico, Costa Rica, and Mexico while adapting training and technical plans to regional teams and clinical environments.
- Direct multi-site project execution across budgets, vendors, resource plans, milestones, risks, and escalations, coordinating engineering, product, sales, clinical, and customer teams around deployment readiness.
- Diagnose complex production issues across wireless networks, Windows and Linux servers, SQL Server, Tomcat, ActiveMQ, authentication, certificates, and HA infrastructure; convert field evidence into repeatable diagnostic and remediation playbooks.
- Build privacy-conscious engineering tools - including HAR/PCAP diagnostics, guarded configuration agents, architecture generators, and citation-grounded knowledge assistants - to standardize planning, troubleshooting, configuration, and knowledge transfer.

Entheospace

Feb. 2024 - May 2025

Software Engineer

- Developed and maintained web-based software using JavaScript, PHP, SQL, HTML, and CSS.
- Collaborated with cross-functional teams to integrate systems seamlessly.
- Improved software reliability by ~20% via testing and debugging.
- Integrated cloud solutions and automation to streamline inventory and logistics.

V-Clean

2022 - 2023

Account Manager

- Managed client relationships; contributed to ~15% YoY revenue growth.
- Built a centralized project-phase database to boost efficiency.
- Developed a quoting website; reduced the sales cycle by ~30%.

Jocelynn's Boots (Remote)

2019 - 2022

Procurement Manager

- Sourced and managed procurement for a leather-goods network.
- Implemented laser-etched leather products, driving ~10% revenue lift.
- Maintained vendor relationships; reduced lead times and expedited delivery.

UMC Lubbock, Las Palmas Medical Center

2019 - Present

Pharmacy Technician

- Enhanced digital pharmacy operations by resolving technical issues.
- Compounded and modified prescriptions with ~99% accuracy.
- First pharmacy technician recognized annually by nurses for excellence.
- Built foundational knowledge of medical devices (e.g., pacemakers).

PROJECTS

MobileView HAR & Network Analyzer | *TypeScript, React, Express, PCAP, Docker*

- Built a local React/TypeScript and Express platform that correlates HAR traffic, MobileView logs, configuration evidence, and PCAP/PCAPNG captures to isolate application and network delays.
- Combined deterministic diagnostics with grounded AI narratives, sensitivity screening, interactive network maps, multi-format reports, and Docker or standalone Windows distribution.

HUGS Configuration AI Agent | *Python, LangGraph, SOAP, SQL Server, Docker*

- Designed a two-agent LangGraph workflow that converts site configuration sheets into validated intent, detects live HUGS configuration drift, and produces an approval-ready change plan.
- Enforced dry-run defaults, human approval, administrator authorization, deterministic SOAP/SQL adapters, independent read-back verification, and auditable results for safety-critical changes.

Solar System Operations Hub | *React, TypeScript, Three.js, Express, Security*

- Built a React/Three.js operations portal with deterministic 3D visualization, schema-validated app registration, live health polling, an accessible dashboard, and managed application processes.
- Implemented signed sessions, role-based access, single-use confirmations for service-impacting actions, fail-closed exclusions, and loopback-only reverse proxy controls.

MV J-Sage Knowledge Assistant | *TypeScript, RAG, React, SQLite, Docker*

- Created a citation-grounded RAG assistant for a 959-document MobileView/AeroScout corpus with BM25 retrieval, symptom-aware query expansion, tool-assisted re-query, and inline Mermaid diagrams.
- Added DOCX/PDF export, local SQLite persistence, Docker packaging, and a sanitized-reference pipeline that prevents raw customer identifiers from entering shipped artifacts.

EDUCATION

University of Texas at El Paso

2019 - 2024

Bachelor of Science in Biochemistry and Computer Science

- **Honors:** Dean's List, Best Medical Science Student, Best Mathematical Student

TECHNICAL SKILLS

Programming: Python, TypeScript, JavaScript, SQL, Next.js, React, Node.js, Express, Flask, PHP, HTML/CSS, API Integration

Infrastructure: Networking & IP configuration, RF/RTLS systems, Server deployment, Cloud architecture, Vercel deployment, Postgres / Supabase, Blob storage, System commissioning, Hardware/software troubleshooting

Software: Full-stack web development, Automation scripting, Database design, System integration, RAG & AI agent orchestration, Network traffic analysis, Privacy-aware local AI systems, Excel data processing, Rule-engine design, Diagram generation & export pipelines

Medical: Healthcare technology systems, Medical device knowledge, Clinical workflow understanding, Medical terminology

Professional: Client management, Problem solving, Communication, Cross-functional collaboration, Simplifying complex systems, Technical sales, Solution selling, Stakeholder coordination, Bilingual client relationship building, Objection handling

Tools: Claude, Anthropic API, LangGraph, ChatGPT, Gemini, Ollama, Docker, Git, Salesforce, Fieldwire, Microsoft SQL Server, Supabase, Vercel, Linux, Windows Server, VMware / Hyper-V, Cisco Wireless LAN Controller (WLC), Apache Tomcat, OpenSSL, ReportLab, openpyxl, Notion, Obsidian, Confluence, Jira

LEADERSHIP & INVOLVEMENT

- Assistant Project Manager - Securitas Healthcare Latin-American HUGS Projects
- Volunteer/Member - American Heart Association, University Medical Center, Local Churches
- Treasurer - Health Occupations Students of America (HOSA)
- Member - Dr. Bernard Harris Pre-Medical Society (TTU), Coding Interview Club
- Research Assistant - Texas Tech University, University of Texas at El Paso
- Programming Assistant - Back-end development for small businesses & university projects
- AI Club - Securitas Healthcare AI development playground developer and tester