

JEAN-LUC WILLIAMS

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SUMMARY

Senior-level software engineer, 6+ years across customer identity, cloud infrastructure, and enterprise backend systems. Three years hardening CIAM for a Fortune 500 hospitality company — OAuth 2.0 modernization, Okta and Apigee X enforcement, multi-cloud guest authentication — then founded the internal engineering function at a 10-location enterprise. M.S. in Cyber Security (NYU, NSA CAE-CD). Drove double-digit gains in login success and activation; restored core authentication services during a major security incident.

TECHNICAL SKILLS

Identity & Access: OAuth 2.0, OpenID Connect, JWT/JWKS, IAM, Okta, Auth0, Apigee X, token and session lifecycle design, CPRA compliance

Security: Burp Suite, OWASP ZAP, Ghidra, Wireshark, Kali Linux, Pwntools, IPS rule writing, Akamai, Cloudflare

Cloud & DevOps: AWS, Google Cloud, Microsoft Azure, Terraform, Docker, GitHub Actions, Azure DevOps, Git, Heroku

Languages: Python, Java, Node.js, Go, TypeScript, JavaScript, Dart, C, C++, Bash, PowerShell, SQL, Apex

Backend, Data & Web: GraphQL, REST API design, PostgreSQL, MongoDB, Redis, Google Firestore, Supabase, React, Next.js, Flutter, Tailwind CSS

EXPERIENCE

Founding Software Engineer — Fletcher Jones Management Group

Apr 2025 – May 2026

- Founded the company's first internal software engineering team, transitioning ownership of a six-year enterprise platform away from external contractors and cutting new-engineer ramp-up from weeks to days through authored runbooks and deployment documentation.
- Architected CI/CD pipelines in GitHub Actions, automating deployments across environments and giving the executive suite real-time visibility into release status.
- Partnered directly with the CTO to map the company's technology landscape and define a multi-year roadmap for enterprise-wide stack consolidation.
- Instituted technical auditing of external vendor deliverables and standardized deployment practices across 10 locations, reducing configuration drift; optimized core platform logic to recover 5%+ of usage limits, extending the runway of existing architecture without a costly re-platform.

Software Engineer, Customer Identity Team — MGM Resorts International

Jan 2022 – Apr 2025

- Built the guest guided sign-in experience and redesigned surrounding identity flows, driving a 27% increase in login success and a 25.7% increase in account activation while eliminating the top recurring guest-reported errors.
- Authored a centralized JWT validation helper adopted across the team's Node.js services, configurable per endpoint by allowed token type (service, guest, anonymous) and required roles or scopes; enforced complete best-practice claim validation — Okta JWKS signature, issuer, audience, and validity windows — closing an IDOR vulnerability found while triaging an on-call alert.
- On a combined Identity and Profile team, floated onto the group's larger projects through repeated stretches without engineering management — resolving GraphQL changes, production debugging, and blockers in partner teams' integrations with our services.
- Authored the modernization architecture for the legacy mobile authentication stack against mobile-team requirements, surfacing an ownership risk that redirected the effort toward a vendor-supported Okta path.
- Modernized identity systems to strict OAuth 2.0 compliance and supported migration from scope-based to service-role-based JWTs across a polyglot stack (Java, Node.js, Python, Dart); consolidated TypeScript services onto Node.js to narrow the maintenance surface.
- Supported multiple teams through recovery from an enterprise-wide security incident: rebuilt the team's AWS environment to restore an undocumented legacy mobile authentication service — its only workload there — that was blocking the recovery timeline, and assisted bring-up of the team's remaining services.
- Manually rotated the Okta client IDs and secrets used by most backend services to mint service tokens, coordinating secure redistribution to dependent teams; reverse-engineered a partner team's Java service to resolve a credential-hashing mismatch blocking reintegration.
- Guided partner teams through Apigee X gateway adoption after it became mandatory post-incident, and diagnosed VPN-related network failures with workarounds that kept development unblocked.
- Established the team's first Dart backend pattern on GCP/Firestore for personalized preferences and targeted offers, which ran without a single production incident from launch through departure; modernized Azure DevOps and GitHub Actions pipelines with parameterized variables, reusable workflows, and atomic components.
- Automated account data reconciliation and CPRA compliance request processing; mentored engineers from non-CS backgrounds on diagnostic technique, testing, and secure development.

Webmaster — Largo Consulting Services, LLC

Apr 2020 – Jan 2022

- Owned the full lifecycle — design, security, optimization — of 11 client websites on WordPress and BigCommerce, hardening them via proactive threat monitoring and custom IPS rules with sub-hour resolution on bugs and vulnerabilities.

EDUCATION

New York University — M.S., Cyber Security | GPA 3.77 · NSA Center of Academic Excellence in Cyber Defense (CAE-CD)

Rensselaer Polytechnic Institute — B.S., Information Technology & Web Science | Concentration: Human-Computer Interaction / Cognitive Engineering

SELECTED PROJECTS

Food Cost Guide — Next.js 16, Supabase (Postgres/RLS), Stripe, Redis, Sentry | foodcostguide.com

- Solo-designed and shipped a live, multi-tenant SaaS that prices restaurant recipes against a user-managed vendor cost guide in real time, with sales, purchasing, and inventory tooling; teams own fully independent per-location datasets.
- Postgres row-level security as the sole tenant-isolation boundary — every location-scoped table gated through one shared access predicate; Stripe subscription billing (per-location line items, tiered limits), branded PDF exports, country geo-blocking, GDPR cookie-consent, Sentry, and Redis-backed API rate limiting, all under a no-mock Supabase integration test suite. Offline-capable PWA.