ISSAM DRIWECH

Full-Stack Software Engineer | React, TypeScript, Node.js, Python, AI Integration
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SUMMARY

Full-stack software engineer who builds and ships web apps with React, TypeScript, Node.js, and Python, including an OpenAI-powered triage platform and a Discord bot backed by 188 unit tests. 10+ years in technical operations, from leading 15+ technicians to Marine Corps air traffic control, taught me to debug calmly under pressure and write clear documentation.

TECHNICAL SKILLS

Languages: TypeScript, JavaScript (ES6+), Python, SQL, HTML5, CSS3
Frontend: React, Next.js, Vite, React Router, Context API, Tailwind CSS, Webpack, Responsive Design, Accessibility, Figma
Backend & Data: Node.js, Express.js, RESTful APIs, MongoDB, Mongoose, SQLite, Cloudflare D1, Drizzle ORM, JWT, bcrypt, Joi
AI & APIs: OpenAI API (Responses API, Structured Outputs, JSON Schema), LLM Fallbacks, Discord API, OpenWeather API
Testing & DevOps: Unit Testing (unittest, Node Test Runner), CI/CD (GitHub Actions), Git, ESLint, Ruff, Nginx, PM2, Google Cloud

PROJECTS

ResolveAI: AI Support Triage Platform | *React 19*, *TypeScript*, *OpenAI API*, *Cloudflare Workers*, *D1*, *Drizzle ORM*
Live demo: zephyrd18.github.io/resolveai

- Built a support operations app that triages each incoming ticket by priority, category, sentiment, impact, and confidence, then recommends a cited playbook, with a human approving every resolution.
- Constrained OpenAI Responses API output to a strict JSON Schema, kept API keys server-side, validated every payload and enum, and used parameterized SQL on Cloudflare D1 through Drizzle ORM.
- Wrote a deterministic classifier fallback so triage keeps working when the model is unavailable, then reused it to ship a backend-free demo to GitHub Pages via GitHub Actions CI/CD.

RosterBot: Discord Raid Coordinator | *Python*, *discord.py*, *asyncio*, *SQLite*

- Built and maintain a 3,400-line Discord bot that runs raid signups for Final Fantasy XIV groups: 16 slash commands, interactive role and job pickers, standby matching, ready checks, and timezone-aware reminders.
- Designed crash recovery that persists failed role updates and cleanups in SQLite and retries them after restarts or Discord outages; covered scheduling, recovery, and rollback paths with 188 unit tests.

WTWR (What to Wear): Full-Stack Weather App | *React*, *Vite*, *Node.js*, *Express*, *MongoDB*, *JWT*
Live: ttwtwr.robot-armies.com | Frontend repo | Backend repo

- Built a React app that pulls live OpenWeather data and recommends clothing by temperature, with JWT session restore, protected routes, a °F/°C toggle via Context API, and reusable forms driven by a custom useForm hook.
- Designed a RESTful Express and MongoDB API with bcrypt, 7-day JWTs, owner-only deletes, Celebrate/Joi validation, and Winston logging; deployed on Nginx with PM2 auto-restarts and tests running in GitHub Actions.

News Explorer: News Search App (TripleTen Capstone) | *React 19*, *React Router 7*, *Vite*, *NewsAPI*
Live: zephyrd18.github.io/se_finalProject_frontEnd_X | Repo

- Built a responsive React app that searches the past week of news through NewsAPI, loads results three at a time, remembers the last search, and handles loading, empty, and error states down to 320px screens.
- Added sign-up and sign-in modals with live validation from a custom hook, persistent sessions, and a protected Saved Articles route, built on Promise-based API modules so the coming backend can replace them without touching components.

Also built: Spots (photo-sharing app on a REST API), Neko Wordle (Wordle clone with hard mode and stats), and a to-do app.

PROFESSIONAL EXPERIENCE

ATM Specialist | Myrmidon Inc. | Owings Mills, MD — Nov 2024 – Sep 2025

- Programmed networked ATMs from factory state to production, including terminal IDs, TCP/IP network settings, security key loading, and processor configuration, then verified each unit in the field.
- Diagnosed hardware, network, and configuration faults on site and documented each job under strict security procedures.

District Service & Implementation Manager | Payment Alliance International | Baltimore, MD — Sep 2021 – Nov 2024

- Led 15+ technicians across five branches covering installs, programming, repair, QA, customer support, and escalations.
- Planned schedules, inventory, and timelines for concurrent rollouts, and trained new technicians across all five branches.

Additional experience: Elite Pools (2020 – 2021); Dunbar Armored / Brink's (2017 – 2020)

Air Traffic Controller | U.S. Marine Corps (Military Service) — 2012 – 2017

EDUCATION

Software Engineering Certificate (Full-Stack) | TripleTen | *React*, *Node.js*, *Express.js*, *MongoDB* — Completed Nov 2026