JENNIFER VISE-PICADO

Software Engineer / Developer Programmer

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US: +1 504 510 1878 · Homebase: Louisiana, US · Relocating to the Pacific Northwest coast of Washington

PROFESSIONAL PROFILE

Software engineer and creative technologist with 20+ years of experience across iOS/macOS development, AI engineering, front-end web development, technical support, and infrastructure operations. Builds and ships human-centred software systems from design through deployment, with practical experience in production support, platform reliability, and customer-facing technical delivery.

SELECTED EXPERIENCE

DigitalSpellCraft LLC 2015-2024

Developer Programmer

- Designed, developed, tested, and maintained web and automation solutions using HTML/CSS/JavaScript and static-site tooling.
- Implemented and updated application features based on user/client requirements, including UI behavior and workflow improvements.
- Integrated third-party services and infrastructure components (DNS/email/hosting) into deployable client solutions.
- Performed debugging, issue triage, and iterative code improvements to improve reliability and maintainability.
- Managed version control and release workflows for production updates across multiple client projects.

365 Connect LLC 2007-2015

ICT Support Engineer

- Delivered advanced technical support for production systems and end users, including fault diagnosis and service restoration.
- Investigated recurring incidents, documented root causes, and implemented preventive fixes for support stability.
- Administered email/domain and platform support workflows, including DNS and deliverability troubleshooting.
- Produced user-facing and internal technical documentation to improve operational consistency and onboarding.
- Coordinated support activities across stakeholders to maintain SLA-aligned response and resolution outcomes.

Intradel Corporation 2003-2007

Systems Administrator

- Administered business-critical systems and services across day-to-day operations, maintenance, and access control.
- Performed system monitoring, issue resolution, and preventive maintenance to support service availability.
- Managed infrastructure configuration tasks and environment setup for internal users and business

workflows.

- Supported backup/recovery practices and operational safeguards for continuity and reliability.
- Partnered with technical and non-technical teams to resolve platform issues and improve system operations.

CORE TECHNICAL CAPABILITIES

Programming: JavaScript, SwiftUI, front-end implementation, automation scripting

Systems & Infrastructure: DNS, SPF/DKIM/DMARC, hosting setup, Docker, Railway

Support & Operations: Tier 2-3 troubleshooting, incident handling, remote support workflows

Delivery Tooling: Git, GitHub, Jira, Confluence, Trello

Platforms: macOS, iOS/iPadOS, Linux, Windows

PORTFOLIO LINKS

Career site: https://darkheartlabs.technology

Ask (client microsites): https://ask.darkheartlabs.technology · https://github.com/jv-darkheartlabs/ask

nightbind (Remix + authenticated AI): https://github.com/jv-darkheartlabs/nightbind

NeuroShell (macOS): https://github.com/jv-darkheartlabs/NeuroShell

focus-guard (Rust/Envoy): https://github.com/jv-darkheartlabs/focus-guard

accessibility-rails-components: https://github.com/jv-darkheartlabs/accessibility-rails-components