Garreth Shonaike

New York, NY | 850-376-0340 | garrethshonaike123@gmail.com | linkedin.com/in/gshonaike | github.com/shonaike20

Education

The University of Texas at San Antonio — San Antonio, TX
Bachelor of Science in Computer Science — *Aug. 2019 – Dec. 2023*

Technical Skills

Languages: Java, Python, C, C#, JavaScript, TypeScript, SQL, Bash
Frameworks: React, Node.js, Django, Flask, Spring Boot, Jest
APIs/Tools: REST, GraphQL, Git, Linux, AWS, PostgreSQL, Postman, SAP
AI/ML: LLaMA-3, LLM integration, Prompt Templating

Experience

Software Engineer — Jan. 2024 – Present
American Express — *New York City, NY*

- Built a workflow-design tool (React, TypeScript, Java) that lets product teams model and validate digital card-acquisition journeys across 10+ markets, replacing a manual diagramming process used by servicing agents.
- Designed and maintained Java REST and SOAP services backing servicing platforms for 500+ agents, fronting several enterprise backend systems behind a single API surface.
- Extracted shared card-acquisition logic into reusable microservices, cutting duplicated integration work across multiple engineering teams.
- Automated multi-system integrations with Python/Flask in CI/CD pipelines, removing manual release steps and improving deployment reliability.
- Aligned API contracts across 5+ engineering teams to consolidate shared services into the servicing platform, removing redundant implementations.

Software Developer Intern — Aug. 2023 – Dec. 2023
Marathon Petroleum Corporation — *San Antonio, TX*

- Developed .NET (Blazor/ASP.NET Core) modules for real-time refinery inventory tracking across nationwide facilities.
- Integrated SAP S/4HANA data feeds into a live monitoring view, improving inventory accuracy and visibility for field personnel.

Software Engineer Intern — June 2023 – Aug. 2023
American Express — *New York City, NY*

- Prototyped the first version of a self-service tool that let business teams configure and monitor digital acquisition journeys without engineering support.
- Replaced manual JSON configuration with an interactive React editor, automating generation of 100+ process diagrams weekly and cutting update turnaround from hours to minutes.

Software Engineer Intern — Dec. 2022 – May 2023
Southwest Research Institute — *San Antonio, TX*

- Built interactive data-visualization tools for municipal traffic analysis used by transportation planners.
- Wired Django REST endpoints to PostgreSQL and added dynamic multi-select filtering, cutting the time to explore large traffic datasets.

Projects

AI Customer Care Intelligence Tool (American Express) — June 2025 – Oct. 2025

Technologies: React, TypeScript, Python, Flask, Java, REST APIs, SQL, Internal LLM (LLaMA-3)

- Built an internal tool that analyzes card-application data and surfaces real-time, application-specific summaries to 200+ customer care agents.
- Integrated an internally hosted LLaMA-3 model with custom prompt templating to answer natural-language questions about application status, decision drivers, and next steps.
- Cut average resolution time by 30% by removing the cross-system lookups agents previously ran by hand.