Jorge Urbina

Software Engineer

Applied AI & Platform Architecture | Technical Leadership

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PROFILE

Software engineer combining hands-on development, platform architecture, and technical leadership. Led architectural direction across engineering teams and delivered production LLM capabilities and customer-facing systems. Experience working entirely in English with international teams based in the United States.

EXPERIENCE

ZeroFox | Santiago, Chile

Principal Software Engineer | Nov 2024 - Oct 2026
Senior Software Engineer II | Nov 2023 - Nov 2024
Senior Software Engineer | Aug 2021 - Nov 2023

Selected impact across roles

- **Technical direction across teams.** Reviewed and approved new projects across teams, challenging design decisions and establishing shared approaches to reliability, scalability, security, and cost.
- **Applied AI in production.** Architected and technically led risk monitoring capabilities that brought data collection, sentiment analysis, and status summaries into a customer-facing platform. Integrated language models and personally designed and refined production prompts.
- **Data quality and validation.** Designed identity attribution validation mechanisms and collaborated with data engineers to validate AI-assisted assessments before production use.
- **Authentication and authorization modernization.** Independently designed and delivered shared authentication and authorization capabilities, enabling new applications to integrate beyond the core product while preserving compatibility with existing applications and customer integrations.
- **Provider usage management.** Designed and owned a shared service that centralized consumption tracking and quota management across external providers, including AI services. Added alerts so teams could act before reaching provider limits.
- **Automated content monitoring.** Designed and technically led a system that continuously checked content subject to removal requests and tracked changes in availability, reducing manual review across different content types.

ZEROFOX | ADDITIONAL CONTRIBUTIONS

Across roles, Aug 2021 - Oct 2026

- **Reusable mobile ecosystem.** Designed and led delivery of a shared foundation for two customer-used apps: a replacement preserving existing functionality and a physical security app. Established reusable components, consistent visuals, automated tests, and store submission workflows.
- **Common integration framework.** Proposed and delivered a framework that unified how different integrations were documented, deployed, and operated, giving Engineering, Product, and Operations a shared place to discover their capabilities.
- **Physical threat monitoring.** Evolved an existing platform to support new providers and features, improve stability, and display alerts on a world map. Served as technical owner and change reviewer.
- **Provider information and AI-assisted delivery.** Delivered a catalog centralizing provider information for content-removal operations. Helped teams turn specifications and quality criteria into tasks for supervised coding agents and engineers; used agents for mobile fixes and release preparation with human approval.

TECHNICAL SKILLS

Backend & data: Go (Golang), Python, Django, JavaScript, SQL, Redis, PostgreSQL
Mobile & frontend: Flutter, Angular, Firebase, Melos
Cloud & delivery: AWS SNS/SQS, GitHub Actions, Fastlane, Grafana, Opsgenie
Security: JWT, OPA
Applied AI: LLM API integration, production prompt design and iteration, OpenAI, Gemini, Grok, Claude Code

EARLIER EXPERIENCE

Globant | Santiago, Chile

Software Designer | Jan 2021 - Aug 2021
WEB UI Developer Senior | Aug 2019 - Jan 2021

- Progressed from Angular frontend development to full-stack work with Ruby on Rails and technical leadership for a New York economic advisory company. Later led a second US client project; worked from Chile in English.

Accenture | Santiago, Chile

Technology Architecture Analyst | Sep 2017 - Aug 2019

- Technically led a production banking system for overdue debt management using .NET, C#, and PostgreSQL. Helped define a microservices architecture and delivered its first application.

- Developed a production Angular/Node.js mobile shell for another bank, contributing to integration guidelines. Also technically led an Ionic loyalty and gamification app for a telecommunications company.

neuvoo | Remote from Venezuela

Senior Full-stack Developer | Aug 2015 - Apr 2017

- Built Node.js data collection scripts for a Canadian job search company, then delivered employment portal features using PHP and MySQL.

Globinsoft C.A. | Caracas, Venezuela

Junior Java Developer | Feb 2014 - Aug 2015

- Developed patient and prescription management features with Java, Spring Boot, and Spring MVC.

Passarini Suárez Agencia de Viajes y Turismo | Caracas, Venezuela

Web Developer | Apr 2013 - Feb 2014

- Improved a ticket sales website with PHP and built a queue management system used in company offices.

EDUCATION & LANGUAGES

Universidad Simón Bolívar | Ingeniería en Computación | 2015
Degree in Computer Engineering

Spanish | English: professional working proficiency