



Hugo J-B

✉ hugo@hugojb.com ☎ [+44 7345 220976](tel:+447345220976) 🌐 hugojb.com  [LinkedIn](#)  [GitHub](#)

Experience

American Express

Software Engineer II

October 2024 to Present

- Reduced integration failures by building a GitHub Actions workflow to validate microservice pull requests against the full platform test suite.
- Cut customer support case handling time by building a web application to streamline responses to client queries about transaction-level itemisations.
- Improved developer productivity by driving adoption of agentic programming, delivering an introductory talk and creating a repository of reusable agent skills.
- Enhanced observability and reliability by developing a Kafka metrics alerting system.

Freelance

Software Engineer

March 2022 to October 2024

- Optimised a law firm's Microsoft Word plugin for proximity search, reducing average search time from several minutes to seconds.
- Developed an LLM-based CV shortlisting web application with a recruitment agency, later shelving the project due to legal concerns and growing overlap with existing recruitment platforms.
- Strengthened computer science fundamentals and explored emerging technologies, including Web3 and generative AI.

American Express

Software Engineer I

May 2021 to March 2022

- Streamlined operational support by building a web application for Kafka dead-letter queue management.
- Strengthened release confidence by developing a platform test suite and establishing JMeter performance tests.

American Express

Junior Software Engineer

September 2020 to May 2021

- Enabled posting of interest adjustments and built an event-sourced read model for interest calculation history in a new accounts receivable system.
- Supported the early careers team by marking coding assessments, assisting interviewers and speaking at job fairs.

Projects

Grokast

October 2025 to Present

- Shipped a podcast player for active learning, centred on a chapter-based learning loop of listening, reflection and retrieval practice.
- Built an AI-powered pipeline to transcribe episodes, identify chapter boundaries and generate quizzes.
- Designed chapter-end pauses that prompt users to write takeaways, take quizzes, replay chapters or continue listening, improving retention over passive playback.

Publications

Building a podcast player for active learning

March 2026

Article covering the product thinking and engineering behind Grokast.

Languages and Technologies

- TypeScript; JavaScript; Java; HTML; CSS
- React; PostgreSQL; Docker