



Dae Cain

Senior Technical Professional Services Specialist

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STRENGTHS

- 🛠️ **Solution Design**
Turned business needs into diagrams and implementation guidance. Client teams gained a clearer path through difficult design choices.
- 👥 **Client Partnership**
Kept technical and business stakeholders aligned during delivery. A candid tradeoff discussion often prevented later rework.
- 🔧 **Production Support**
Approached complex incidents with testing and evidence. Teams valued having a calm, documented route toward correction.
- ♥️ **Technical Writing**
Created documentation developers could use directly. Clear diagrams became a dependable reference during implementation and support.
- 🔗 **Integration Thinking**
Connected APIs, services, data flows, and security needs in one view. That broader picture helped teams make practical choices.

SKILLS

APIs Web Services SaaS SAML
XML XSLT SOAP UML
Digital Banking Payments
Technical Design
Client Implementations
Solution Delivery
Stakeholder Communication
Production Support

SUMMARY

Senior technical professional services specialist with six years delivering digital banking and payment integrations for financial institutions. Translates business and **technology requirements** into scalable solution designs using APIs, web services, SaaS platforms, and architecture documentation. Creates **sequence diagrams**, data flows, process flows, use cases, UML models, and implementation guidance that developers and client technology teams can apply. Background covers online banking, mobile banking, **person to person payments**, account opening, account funding, and account aggregation. Applies security, performance, component reuse, and **system life cycle** considerations during design reviews. Troubleshoots complex implementation and production issues through structured analysis, testing, and clear corrective actions. Communicates solution tradeoffs with business, engineering, operations, and client stakeholders, supporting dependable delivery across discovery, implementation, and production support.

EXPERIENCE

Senior Solutions Consultant, Digital Banking Architecture

BluePeak Financial Technology 📅 July 2024 - Present 📍 Jersey City, NJ

Leads client solution design for digital banking integrations, API delivery, architecture documentation, **implementation guidance**, and production support. Partners with business, engineering, operations, and financial institution stakeholders on secure delivery decisions.

- Translated client requirements into API integration designs supporting secure **digital banking** delivery.
- Created **sequence diagrams** and **data flows** that clarified implementation decisions for client teams.
- Reviewed **security**, **performance**, reuse, and life cycle factors during architecture discussions.
- Resolved production integration issues through structured testing and documented corrective actions.
- Coordinated business, engineering, operations, and client stakeholders through delivery milestones.

Solutions Engineer, SaaS Banking Integrations

Harborline Banking Systems 📅 June 2022 - June 2024 📍 Newark, NJ

Delivered SaaS banking integrations across authentication, messaging, data transformation, and service interfaces. Supported **client implementations** with UML models, technical documentation, solution reviews, troubleshooting, and guidance for reliable production adoption.

- Mapped **business requirements** into SaaS **integration patterns** using SOAP services and APIs.
- Produced UML models, **process flows**, use cases, and **technical design documentation** for implementations.
- Applied SAML, XML, and XSLT during secure banking integration delivery.
- Evaluated prototypes for performance, **component reuse**, and long term system support.
- Guided client and engineering teams through complex defects and implementation decisions.

Implementation Engineer, Payment Platforms

Meridian Payment Platforms 📅 September 2020 - May 2022 📍 New Brunswick, NJ

Supported payment platform implementations from requirements discovery through testing and production support. Worked with client technology teams on data flows, account funding, payment operations, documentation, issue resolution, and dependable service delivery.

- Implemented payment integration workflows supporting **account funding** and **person to person payments**.
- Documented **data flows** and process models for client implementation and testing teams.
- Tested service behavior across development and production support scenarios.
- Investigated complex implementation issues using logs, test results, and corrective actions.

LANGUAGES



MY CAREER



- Senior Solutions Consultant, Digital Banking Architecture at BluePeak Financial Technology (2.2 Years)
- Solutions Engineer, SaaS Banking Integrations at Harborline Banking Systems (2 Years)
- Implementation Engineer, Payment Platforms at Meridian Payment Platforms (1.7 Years)

- Coordinated client, engineering, and operations teams through launch readiness activities.

PROJECTS

Mobile Payment Integration Program 📅 2024

Partnered with client technology and engineering teams to connect mobile payment services, clarify data flows, review security decisions, and create implementation guidance that supported a smoother production launch.

SaaS Banking Authentication Upgrade 📅 2023

Worked with implementation stakeholders on SAML authentication, XML exchanges, and service testing. Shared clear diagrams and troubleshooting notes that helped teams resolve integration questions together.

LEADERSHIP & AWARDS

- Recognized by delivery leadership for clear technical documentation supporting client implementation decisions.
- Selected as a trusted escalation resource for complex banking integration and production support issues.
- Received peer recognition for practical collaboration across business, engineering, operations, and client teams.

EDUCATION

Bachelor of Science in Information Systems

Rutgers University 🎓 GPA: 3.5 📅 2020 📍 New Brunswick, NJ

Coursework: Systems analysis, database management, enterprise architecture, software development

CERTIFICATIONS

- AWS Certified Cloud Practitioner 📅 2025
- SAML Integration Training 📅 2024

TECHNICAL SKILLS

- **Integration Services:** Web services, SOAP, APIs
- **Data Formats:** XML, XSLT, data flows
- **Architecture Modeling:** UML, sequence diagrams, class diagrams
- **Banking Platforms:** Online banking, mobile banking, SaaS
- **Payment Services:** Person to person payments, account funding, account opening
- **Identity Standards:** SAML, authentication, access control
- **Technical Documentation:** Use cases, process flows, design documentation
- **Solution Evaluation:** Prototyping, integration patterns, component reuse
- **Quality Analysis:** Security review, performance review, system life cycle
- **Delivery Support:** Implementation support, production support, troubleshooting

PROFESSIONAL AFFILIATIONS

- Financial Services Technology Community participant, sharing practical perspectives on digital banking integrations.
- Rutgers University alumni network member, supporting continued learning in information systems and technology delivery.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST