

Zachary Guerrero

Senior Product Engineer

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Senior Product Engineer with 10+ years shipping enterprise SaaS, insurance, and membership platforms. I own features from problem to production. Research, design, code, deploy, iterate. At Pacific Life I led UX across complex regulatory environments. At Member Splash I expanded into full-stack ownership, shipping payment systems, redesigning check-in flows, building member portals, and creating dev tools for the team. I've shipped in React, Vue, Next.js, Python, and PHP. I use AI to work faster.

Work Experience

Member Splash

Ladera Ranch, CA
05/2025 - Present

Senior Product Engineer

- Shipped Splash Cards, a prepaid digital POS system now running at 460+ clubs and processing thousands of daily transactions. Owned the full lifecycle: scoped, architected, built, integrated payments, documented, and trained staff.
- Redesigned the member check-in experience. Ran competitive research across venues, redesigned primary/guest/exception flows, and cut check-in time from 30+ seconds to under 10. Shipped with full staff and club admin documentation.
- Built LWT (Local Worktree Tool) and a shareable Docker dev stack that cut new developer setup from half a day to under an hour. Established coding standards, worktree workflows, and automated build triggers.
- Found and fixed security vulnerabilities including password hash exposure in API responses and broken auth gates. Ran AI-assisted code reviews across team PRs, catching issues before production. Documented fixes and trained the team on prevention.

Beetle & Frog Design

Riverside, CA
10/2018 - Present

UX Consultant (part-time)

- Designed and shipped strategy-first websites for local service businesses. Brand, information architecture, conversion copy, development, deployment. Full cycle, every project.
- Built and shipped booking systems and automation flows for service providers. Intake forms, payment collection, reminder sequences, and lead routing.
- Designed and built Lift, the hosting and security infrastructure serving all B&F client sites. Audited and remediated vulnerabilities across 20+ properties.

Pacific Life Insurance Company

Newport Beach, CA
11/2022 - 10/2024

User Experience Designer II

- Led UX research for policyholder, agent, and internal tools. Ran interviews and usability tests that shaped what the product team built next.
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Skills

Product Strategy Product Design & UX

Design Systems

User Research & Testing

Information Architecture Prototyping

Product Analytics Accessibility (WCAG)

Full-Stack Development (React, Next.js, TypeScript, Vue, Python, PHP)

System Architecture & Design

API Design & Integration

Database Design (PostgreSQL, MySQL)

DevOps & Cloud Infrastructure (Docker, Veracel, Cloudflare, AWS)

CI/CD & Deployment Pipelines

End to End Product Ownership

AI-Assisted Development

Education

Associates of Applied Science in Information Technology

ITT Technical Institute
Henderson, NV

Designed enterprise portals and internal tools for claims and underwriting. Built design system components that other teams adopted.

- Worked with product, engineering, and business analysts to ship accessible experiences while navigating technical and regulatory constraints.

Aeries Software

Orange, CA

07/2019 - 07/2021

Product Designer

- Designed parent and community portals for a K-12 student information system. Made it easier for families to find grades, attendance, and student info.
- Worked with marketing and product to keep designs consistent across public and logged-in experiences. Built reusable components.

Multimedia LLC

Laguna Hills, CA

04/2018 - 07/2019

UX/UI Designer

- Redesigned the payment and add-ons purchase flow to reduce checkout drop-off.
- Streamlined the content upload-to-broadcast workflow for content creators, improving discoverability of advanced features.