

ARNES KAPIC

IT OPERATIONS ANALYST | SOFTWARE ENGINEER

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PROFESSIONAL EXPERIENCE

CONDUENT, URBANDALE, IA

MAY 2024 – PRESENT

IT Operations Analyst III | Software Analyst | Full-Time

- Sole IT analyst responsible for maintaining and monitoring SQL-driven production environments for Marsh & McLennan and AMBA sites, ensuring 100% uptime and data integrity through automated query routines and proactive alert systems, while also providing tier I/II technical support in a hybrid environment
- Engineered custom C# programming scripts to automate routine production tasks across multiple environments, dev, test, and prod, improving pipeline deployment speed and reducing manual intervention by 25%
- Designed and optimized user training, onboarding, technical documentation, and batch job logic for over 200 daily tasks, ensuring timely execution and improving data pipeline efficiency
- Oversaw and troubleshoot backend programs driving document workflow automation, investigating program status notes errors, analyzing system logs, and control flow logic to identify root causes and improve execution reliability
- Collaborated with infrastructure and deployment teams to configure and troubleshoot production software rollouts, ensuring minimal downtime and adherence to secure deployment protocols
- Resolved support tickets, ranged from P4 to P1, utilizing ServiceNow and IGA, applying logic-based troubleshooting, system diagnostics, and user account administration to reduce the average resolution time of user issues by 20%, maintaining high customer satisfaction
- Participated in over 100 dependency analysis & system resiliency initiatives, improving system resiliency, and ensure seamless deployment of backend deployment strategies and disaster recovery readiness
- Created SOP's and runbooks for recurring tasks, supporting knowledge transfer and team consistency for any onboarding and disaster recovery by 10% aligned with enterprise's deployment topologies

HY-VEE INC, URBANDALE, IA

FULL-TIME: JULY 2022 – MAY 2024 | PART-TIME: MAY 2024 - PRESENT

Service Manager | Department Manager | Full-Time & Part-Time

- Managed seven departments within the store while also cross training the grocery department, enhancing inventory management through system optimization and profit driven product selection, which reduced overall inventory holdings by 15% within the first year, freeing up an estimated \$173,000 in capital to strengthen the bottom line
- Spearheaded a strategic realignment of grocery displays to adhere to corporate standards, consistently achieving 100% vendor satisfaction scores, strengthening supplier relationships and the store operational reputation
- Led a significant inventory reduction project within the backroom during my tenure by offloading \$235,000 of obsolete stock, limiting losses to only 8%, and improving departmental profitability by 12-40% on the stores P&L
- Directed store wide procurement by refining what goods and services are necessary within the data analysis, reducing monthly supply costs from \$30,000 to \$20,000 without compromising service quality or store standards

HY-VEE INC, URBANDALE, IA

MAY 2022 – JULY 2022

Aisles Online Manager | Assistant E-Commerce Manager | Part-Time

- Scheduled a team of 30 employees and oversaw daily digital order fulfillment operations, increasing shipped order accuracy and reducing late dispatches by 20% through team retraining and system audits
- Orchestrated a major transformation within the aisles online department, transitioning from solely in store pickups to integrated third party delivery and shopping options, which expanded customer reach which increased weekly order volume by 117% (620 to 1,350 orders) throughout my time in this position, significantly boosting revenue
- Implemented a centralized order management system that integrated multiple third party TPMS and internal platforms, reducing order processing errors by 20% and improving fulfillment times by 15%, ensuring seamless customer experience and operational efficiency
- Utilizing store systems and mobile technology, troubleshooted payment processing errors, software glitches, connectivity errors, or POS issues to track, manage, and ensure orders are up to date in real-time, driving greater transparency and customer trust

HY-VEE INC, URBANDALE, IA

SEPTEMBER 2021 – MAY 2022

Aisles Online Shopper | Personal Shopper | Part-Time

PROGRAMMING PROJECTS

UPS PACKAGE DELIVERY TRACKER (PYTHON AND DATA STRUCTURES) • [GITHUB](#)

Last Updated: May 2025

- Engineer a logistic simulation system in Python for WGUPS, modeling real-world package delivery constraints
- Designed and implemented a custom hash table from scratch using chaining for efficient O(1) average-time complexity for package retrieval and updates algorithm for route optimization across three delivery trucks
- Utilized a Nearest Neighbor algorithm to dynamically calculate optimized delivery routes across three independently scheduled trucks, minimizing total mileage
- Developed robust CSV data import pipelines for real-time loading of address, distance, and package data into hash tables and matrix structures
- Validated algorithm correctness with deterministic outputs, logging each truck's route, total distance, and delivery completion time

ENTERPRISE MULTITHREAD SPRING APP (JAVA, SQL, HTML AND SPRING BOOT) • [GITHUB](#) Last Updated: May 2025

- Created a multithreaded hotel reservation API using Spring Boot, simulating enterprise-grade booking operations with scalable, thread safe operations and transaction management
- Built RESTful web services using layered architecture (controller, services, repositories) and Spring Data JPA for data access with pagination and query derivation to manage room and reservation data
- Integrated HATEOAS principles with hypermedia-driven navigation (Links.java, Self.java), providing clients with dynamic API responses and enhanced REST discoverability
- Configured embedded H2 database with automated data seeding to preload sample reservation and room data for real-time testing, displaying secure coding practices with validation, input sanitization and access control
- Illustrated cloned work with pre-existing repositories from fellow software engineers, blending collaborated efforts

PETS TO GO WEBSITE (HTML, CSS STYLING, JAVASCRIPT, AND PHP) • [GITHUB](#)

Last Updated: May 2025

- Developed a webpage where the client wanted to inform its facility was known creating 5 different pages all that the client requested showing what the facility does and how someone could adopt one
- Added specific methods using carousels, flexboxes, and bootstraps, creating a more formal webpage
- Designed features involving using PHP to be able to adopt pets or contact them through the webpage

STUDENT WORKER APP (C#, ASP.NET CORE MVC, AND HTML) • [GITHUB](#)

Last Updated: May 2025

- Designed a student worker payroll ASP.NET Core MVC application in C#, leveraging MVC architecture to manage and display data including names, IDs, hourly pay, and hours worked
- Incorporated user input functionality to calculate weekly salaries, demonstrating proficiency in ASP.NET Core MVC for basic payroll information management and noting secure coding practices

EDUCATION

WESTERN GOVERNORS UNIVERSITY, SALT LAKE CITY, UTAH

PROJECTED GRADUATION ON AUGUST 2025

Bachelor's of Science in Computer Science

Cumulative GPA: 3.75/4.0

Relevant Coursework: Software Engineering; Algorithms & Data Structures; Discrete Mathematics; Artificial intelligence; Database Management; Version Control; Operating Systems; Machine Learning; Software Testing & Quality Assurance; Linux; Computer Architecture; Web Development; Cybersecurity

DES MOINES AREA COMMUNITY COLLEGE, ANKENY, IOWA

GRADUATED W/ HONORS ON APRIL 2024

Associate's of Science in Computer Information Systems

Cumulative GPA: 3.75/4.0; Dean's List 2022; President's List 2023-2024; Honor's Student

Relevant Coursework: Software Engineering; Algorithms & Data Structure; C#; Python; Java; C++; Network Security; Full Stack Web Development; Programming Logic; Database & SQL (including SQL& Oracle)

SKILLS & CERTIFICATES

Technical Skills

Python (Advanced), C# (Proficient), SQL (Oracle), JavaScript (Proficient), Java (Proficient), Networking (TCP/IP, VLANs), React, Data Structures & Algorithms, AI/ML, Data Management & Database Systems, Linux, Cybersecurity, Operating Systems, Software Engineering

Diplomas & Certificates

Computer Languages Diploma, C#, Python, SQL, C++ Application Developer Certificates, Microsoft Azure