

CAITLIN HARVEY

Owatonna, MN
charvey820.github.io

Technical Skills: Java, SQL, HTML, CSS, Javascript, Adobe Suite, Microsoft Office, Linux OS, Macintosh OS, Windows OS, Bash, SOAP, Eclipse Java IDE, Microsoft Visual Studio, Outsystems, ServiceNow IT Service Management, Microsoft SQL Server/Management Studio, Oracle Content Server Management, Microsoft Azure, Git, Spring, Wordpress

Professional Experience

MSP Communications, St. Paul, MN

Production Associate
March 2022 - December 2023

- Work independently for remote position where effective communication, and detail-oriented observation skills are crucial to work performance.
- Create and revise files in Adobe Photoshop and Indesign to be placed in print magazine.
- Convert print articles to digital format using editing tools and source code on website CMS.
- Rework company Intranet using Wordpress platform.

Federated Mutual Insurance Company, Owatonna, MN

IS Systems Developer I - Enterprise Content Management
June 2019 - November 2021

- Maintained and supported company document management system. Developed new Java applications and services to minimize service downtime and add new functionalities.
- Used ServiceNow IT Help Desk to promptly respond to user needs and remediate issues on a weekly-rotating support team. Achieved high system uptime for critical IS infrastructure.
- Interacted across IS department to assess, develop, test, and support custom applications.
- Managed company Intranet and related servers. Maintained content services such as document and article uploading, and provided troubleshooting for potential issues.
- Individual learning and cross-training on all systems and applications used by team.

Major Projects - Document Management System Copy Application

- Developed Back-end java services to automate a previously manual process.
- Created Front-end user application through Outsystems program. Connected application to existing infrastructure and security used within IS department.
- Created and maintained SQL Server Database to process user requests.

Additional Experience

College of Saint Benedict/Saint John's University Accounting Department
Wordpress Website Development - benandboz.com
August 2018

Education

College of Saint Benedict, St. Joseph, MN

Bachelor of Arts in Computer Science - May 2019 - 3.65 GPA