

# Katie Hancock

Pleasant Grove, UT · 801-400-3359 · khancock524@gmail.com

---

## PROFESSIONAL SUMMARY

Experienced Software Developer with a skillset focused in T-SQL development, SSRS report building, and Microsoft Power Platform tools. Developed web based applications as well with React, Tailwind CSS, TypeScript, and implemented REST APIs. Improved business workflows saving 20+ hours a week for departments by creating automated solutions with T-SQL and Power Platform tools. Applied the Agile development process to efficiently deliver applications and solutions to users. Demonstrated history of rapid growth across several industries, consistently recognized for my ability to learn quickly, strong initiative, and the ability to deliver results early on.

---

## PROFESSIONAL EXPERIENCE

### Horrocks

#### Junior Software Developer

Apr 2023- Present

- Utilized T-SQL to develop and deploy automated business processes that have save departments time and money on projects.
- Supported Deltek Vantagepoint (ERP/Project Management system) by creating custom fields, workflows, and T-SQL stored procedures to streamline processes and increase efficiency across departments.
- Developed dozens of complex stored procedures and queries for various data needs.
- Created workflows for Finance and Marketing departments to process project closeout processes.
- Created several Power Apps that have improved data entry and complex workflows.
- Designed and deployed Power BI dashboards and reports to drive decision making and provide crucial analytics to departments across our organization.
- Maintained and developed SharePoint sites along with their associated Power Automate flow integrations.
- Developed several department sites in SharePoint sites that promoted each department's capabilities and allowed more interdepartmental cooperation.
- Supported improvements to processes in our team by documenting development procedures.
- Gathered requirements from users and communicated frequently with them to make sure their requirements were being met.
- Developed a web application for our Public Involvement team using React and TypeScript.
- Used Tailwind CSS to style and create a modern and responsive design for all applications.
- Learned how to create an application from ground up with a component-based architecture.

### Meridian Title Company

#### Escrow Assistant

Sep 2021 - Apr 2023

- Set up escrow transactions, process earnest money deposits, mail forms/reports to principals, prepare projected Closing Disclosures, and create additional documents or escrow instructions.
- Clear title priors by contacting Title companies, lenders, and related parties; return executed loan packages; disburse escrow files, print checks, send wires, and handle stop payments.
- Perform clerical and support duties including filing, answering phones, maintaining detailed Resware files, assisting with closings, and coordinating with other escrow officers.

**Intermountain Healthcare** **Sep 2020 - Sep 2021**

**Information Systems Intern**

- Diagnosed both onsite and remote Enterprise IT systems (computers, networks, IP phones, printers, scanners, etc.), and implemented corrective solutions. Supported Windows, Apple, and mobile OS.
  - Participated in completing new installations, upgrades, and projects following enterprise standards.
  - Experienced with Active Directory and Group Policy, SCCM, Office 365/Exchange, VMware, Citrix, AirWatch and Microsoft Intune MDM, and BitLocker .
  - Installed, configured, maintained, monitored, and troubleshooted end-user workstations and related hardware and software to deliver required desktop service levels.
  - Implemented enterprise defined security policies (hardware and software) and assisted in the monitoring of compliance for users, systems, and devices. Enforced PHI and HIPAA compliance.
  - Resolved and documented service incidents and requests in a timely manner as specified by approved Operational Level Agreements and Service Level Agreements.
- 

**KEY SKILLS**

**Data & Analytics**

- T-SQL Development, Stored Procedures, CTEs
- Power BI (DAX, Data Modeling, M-Query)
- ETL / Data Transformation (Fabric Lakehouse, Power Query)

**Software Development**

- Python (Pandas, NumPy, Matplotlib), Flask
- JavaScript, TypeScript, React, Vite
- HTML5, CSS, Tailwind CSS

**M365 Development/Administration**

- Power Apps
- Power Automate
- SharePoint

---

**EDUCATION**

**Utah Valley University**

**Jan 2022 - Aug 2024**

**Bachelors of Applied Science, Software Development**

- Studied full-stack software development with a focus on object-oriented programming, data structures, algorithms, database management, and operating systems.
- Real-world problem solving, team collaboration in the Agile development process and user-centered design principles.

**Ensign College**

**Jan 2019 - Jan 2020**

**Associates of Science, (Technical Support Certificate)**