

Colum W. Cross

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Education

Rochester Institute of Technology Rochester, NY
Human Centered Computing BS December 2018
GPA: 3.53/4.0

Languages

HTML, CSS, JS • PHP • Java • ColdFusion
Databases • Swift • C# • Python • ServiceNow
English • German

Experience

M&T Bank Buffalo, New York
TDP July 2019 – July 2021
Software Engineer I July 2021 – Nov 2022
Software Engineer II July 2022 – Present
User Experience Lead and Senior ServiceNow Developer for the team building the Bank's customer complaint tracking tool.

- *Resolve* – Designed and administered end-user testing for the new customer problem resolution application for the bank. Worked with the PO to help prioritize work and understand stakeholder needs. Assisted development of the technical capabilities of the application.

- *Lean Certification* - Eliminated a process that provided no value while requiring 30 FTE hours per week.

- *Lighthouse Innovation Sprint* – Team lead on a project that is researching solutions to address talent retention issues fit for a \$200B bank.

Skills used: User Experience Research and Design, ServiceNow Development, and Lean Process Improvement.

RIT Admissions Rochester, New York
Web Developer Summer 2018

- Front-end web developer and designer for both internal and external web apps.

- Designed and developed an interactive kiosk for the lobby of the Admissions Office.

Skills used: PHP, Google Scripts, and User Experience Design.

Ahold USA Quincy, Massachusetts
Web Developer Summer/Fall 2017
Full-stack developer for internal web apps. Worked on multiple projects across several departments. Joined each project at a different point in the development process.

- Developed a web app to aid the process of ordering local produce for store managers. Presented demos to company stakeholders.

- Developed a web app to manage company-wide email distribution. Presented demos to company stakeholders.

- Developed the backend for a large data business intelligence client.

- Began the development of a web app that managed warehouse inventory claims.

Skills used: Stakeholder communication, Angular 1.6, ColdFusion, and Oracle.

SEFCU Albany, New York
Technology Intern Summer 2016

- Worked in the Web Development department as a full-stack web developer.

- Fully and solely designed and developed a web app to create, manage, and distribute enterprise level daily newsletters.

Skills used: User Experience Research and Design, ColdFusion, Database Management, and Bootstrap.