

NICOLE HALL

Solution Engineer II

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SKILLS

Programming Languages

Ruby, Java, Python, JavaScript

APIs & Middleware

REST, Postman, Splunk, Charles Proxy

Version Control

Git, Gitlab, Github

Database Management

SQL, Salesforce Object Query Language

Software Development

Agile Methodologies, Test Automation, Software Architecture, TDD, BDD

Tools & Frameworks

Salesforce PaaS, IntelliJ, VS Code, Rails, React

Public Speaking:

Technical Presentations, Product Demonstrations

Stakeholder Engagement:

Customer Relationship Management, Cross-Functional Collaboration

Machine Learning & AI:

HuggingFace, Transformers Library, Facebook Blenderbot Model, Whisper-1 Model

SUMMARY

Collaborating between product teams, developers, sales, and customers requires finesse. Product teams aim to ship polished features, developers strive to address technical barriers, sales representatives aim to sell the product vision, and customers prioritize reliability and ROI. When teams have disparate goals, finding the path to alignment demands agility, flexibility, creativity, and compassion. Having held positions on each team throughout my career, I intimately understand the pain points involved. This insight is what makes me an excellent solution engineer. I can solve the problem because I've experienced it. I thrive when I can work collaboratively across IT disciplines to resolve complex issues, define, and deliver innovative solutions to both customers and internal teams.

EXPERIENCE

Solution Engineer II

Colorado Governor's Office of Information Technology

07/2023 - 07/2024 Denver, CO

- Led the modernization of five critical applications for the Colorado Department of Public Health and Environment, designing solutions and driving outcomes by collaborating with department stakeholders, development, and cloud engineering teams. Successfully transitioned from a deprecated backend to enhance user experience and site reliability
- Established project strategy, collaborating with business analyst to outline requirements, and driving timely task completion
- Assessed internal customers' needs through targeted qualifying questions and designed tailored solutions to address specific requirements and challenges
- Implemented a project management solution to replace an outdated, manual spreadsheet system with a Scrum board, significantly enhancing workflow transparency, accelerating task completion, and improving team efficiency and communication
- Provided crucial technical leadership in architectural design and development cost estimation for proposed legislation. By presenting detailed cost and timeline analyses to state representatives, I ensured they had the necessary information to make informed decisions on technology implementation during the legislative session
- Humanized technology for non-technical staff by demonstrating how to build and deploy applications using the low-code and no-code Salesforce PaaS solution

Solution Engineer

Betterworks

04/2022 - 12/2022 Denver, CO

- Collaborated with the sales team to increase enterprise software sales, resulting in an 8% revenue increase
- Presented product demonstrations at a 2-day HR Tech trade show, generating 50 qualified leads
- Analysed customer needs to demonstrate how Betterworks' product aligns with their goals
- Educated five different customers weekly on the benefits and value of our software, enhancing customer engagement
- Served as a subject-matter expert, building trust and credibility to overcome objections and secure new business
- Provided proactive customer support, ensuring a seamless transition from sale to implementation
- Managed customer relationships from sale to delivery, achieving a consistently positive customer experience
- Identified and leveraged cross-sell opportunities, achieving a 10% increase in upsell revenue



TRAINING / COURSES

Crypto Academy Fundamentals of Bitcoin and Crypto Certificate

- Blockchain Fundamentals: Acquired a solid foundation in blockchain technology, understanding its key components and its impact on digital transactions and security.
- Cryptocurrency Transactions: Learned the mechanisms of cryptocurrency operations, enabling the secure and efficient handling of digital currency transactions within our systems.
- Innovation and Security Practices: Studied security solutions derived from blockchain technology & cryptography to enhance data integrity and trust in digital transactions.

DAIR.AI Prompt Engineering for LLMs Certificate

- Advanced Prompt Design: Mastered crafting highly effective and contextually appropriate prompts that optimize relevant output.
- AI Integration: Gained expertise in selecting and integrating open source Large Language Models into existing platforms, improving automation and user engagement.
- Debugging & Optimization: Enhanced skills in troubleshooting and refining AI outputs, ensuring accuracy and reliability in applications.

LANGUAGES

English	Excellent
Spanish	Intermediate

EXPERIENCE

Technical Solution Engineer

Evo Payments

07/2019 - 04/2022 Denver, CO

- Provided support to enterprise customers enabling successful connection to Evo's payment system allowing them to transact generate revenue
- Onboarded over 10,000 new merchants resulting in 1,000,000 transactions sent to the payment gateway
- Certified 15 software companies to use Evo's payment system to process Apple Pay and Google Pay
- Used problem-solving skills to figure out the main reasons behind errors in a complicated system's backend
- Utilized server log reporting tool to find errors and provide a resolution to the customer
- Remained close to customers and talked about what they needed, so I could take care of any worries they had before they even became a problem
- Delivered exceptional experiences by listening to feedback
- Helped businesses process payments by using my knowledge of APIs and SDKs that connect everything together
- Communicated impacts of forthcoming software features resulting in reliable release processes for customers
- Certified security compliance capabilities to Visa and Mastercard by creating a project plan
- Optimized execution of project plan by collaborating with internal stakeholders and development team
- Created and shared a project-plan that showed the progress of the project and shared it with everyone involved
- My project helped us to finish the project earlier than expected
- Used test results to reassure merchants that their payments will succeed in production

Software Engineer in Test

Sling TV

09/2017 - 07/2019 Denver, CO

- Wrote E2E (end-to-end) test automation framework to ensure 90% test coverage
- Improved digital streaming speed by implementing micro-service architecture
- Worked with a team of developers and project managers to define scope and build features
- Used HTML, CSS, JavaScript and React to improve front-end design and functionality
- Utilized RESTful APIs to integrate third-party services and enhance application functionality
- Conducted thorough testing and debugging to ensure software quality and performance optimization

EDUCATION

Bachelor of Arts

University of Colorado

Boulder, CO

- Journalism and Communication

Data Science

Data Science Infinity

Denver, CO

- SQL, Tableau, Python, NumPy, Pandas, Matplotlib, ML, AWS Cloud Fundamentals

Backend Engineering Certification

Turing School of Software & Design

Denver, CO

- Ruby on Rails Backend Engineering Certification