

Hugh Smith

(973) 885-3541 • 1617 NE Alberta St #12 • Portland, OR 97211 • smith.hughb@gmail.com

Optum Technology (UnitedHealth Group), Minneapolis, MN

Software Engineer: ChatOps, July 2017 – Present (remote from Portland, OR May 2018 – Present)

- Create and maintain a centralized chat bot used in over 100 chat rooms across multiple platforms. Create modules for the bot that interface with applications such as ServiceNow and CA Agile via RESTful API calls.
- Create single-use bots based on short-term customer needs. Gather requirements, write and test all code, commission production infrastructure (OpenShift Enterprise), create an automated deployment pipeline (Jenkins), deploy all enhancements to production, monitor usage, and decommission at EOL.
- Run live demos of bot functionality across the enterprise to audiences in excess of 500 employees. Educate teams and individuals throughout the organization on ChatOps and assist them in creating their own bots, as well as in making contributions to existing bots.

Project Manager: DevOps Implementation, February 2017 – July 2017

- Tracked the implementation of proprietary (Splunk, New Relic) as well as in-house DevOps tools on over 300 applications and collaborated with application owners to ensure measurable success.

Project Manager: Data De-Identification, December 2016 – February 2017

- Created a detailed project plan for a data de-identification system to be scaled up to accommodate enterprise-wide testing.
- Presented project plan to a financial committee and received \$750k in funding for the first six months of project work.

Technical Delivery Manager, March 2016 – December 2016 (Contract-to-hire via Robert Half)

- Oversaw and tracked the full life cycle of both waterfall and agile projects totaling \$4.5M on a large-scale document storage application.
- Created and maintained detailed implementation checklists that included basic code deployment steps, infrastructure and inter-app dependencies, specific task assignments, estimated task durations, and timelines that explain and assign tasks leading up to and following deployment.
- Led regular software deployment calls, coordinating the actions and support of 30-50 individuals including developers, testers, managers, IT leaders, and customers. Maximized efficiency by leading 3-4 conference calls in parallel for upwards of 6 hours overnight to minimize both service outage time and idle time of all parties involved. Coordinated post-deployment checkout to ensure all requirements had been met.

American Family Insurance, Madison, WI

Java Developer, 2014 – 2016

- Worked with a small development team to maintain and upgrade a large web application that processes home and auto insurance rates based on customer data.
- Designed and wrote an application for American Family's Usage-Based Insurance devices, which adjust auto insurance rates based on live data broadcast from customers' vehicles.

Extreme Engineering Solutions (X-ES), Madison, WI

Associate Embedded Engineer, 2013 – 2014

- Wrote a suite of hardware stress tests in C and C++ used on single board computers running Vxworks. Adapted the tests (RAM, Ethernet, USB, etc.) to a wide variety of boards and maintained detailed documentation on all testing instructions.

Education:

- **Beloit College, Beloit, WI** • Bachelor of Science • Computer Science major, Physics minor
Graduated May 2013 • 3.0 GPA