

SYDNEY WALTER

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EDUCATION

EAST TENNESSEE STATE UNIVERSITY

Johnson City, TN

Bachelor of Science

Dec 2025

Major in Information Systems; Concentration in Computing

Cumulative GPA: 3.73/4.0, Dean's List 2023-2025

BlueSky TN Scholarship Recipient

Relevant Coursework: Server-Side Web Programming, Networking Fundamentals, Software Engineering I/II

CHATTANOOGA STATE COMMUNITY COLLEGE

Chattanooga, TN

Associate of Applied Science

Apr 2022

General Studies

Cumulative GPA: 3.92/4.0, Dean's List 2018-2022

Memberships: Phi Theta Kappa

EXPERIENCE

BLUECROSS BLUESHIELD OF TENNESSEE: Public Portals Intern Developer

Jan 2025-May 2025

- Completed 13 independent user stories and contributed to production-level updates on BCBST.com
- Managed web content using HCL Web Content Management (WCM), editing HTML/CSS and deploying across multiple environments
- Migrated legacy user stories from IBM RTC to Azure DevOps
- Practiced crisis management during a pharmacy PDF deployment issue, resolving broken links and coordinating cross-team fixes under tight deadlines

BLUECROSS BLUESHIELD OF TENNESSEE: Digital Workplace Services Intern

Jun 2025-Aug 2025

- Earned Nexthink Associate certification and contributed to DEX monitoring and crash report analysis
- Investigated a compliance anomaly affecting 8,000 devices, collaborating with senior analysts to identify Nexthink misinterpretation of security software visibility

NEXTHINK COST SAVINGS INITIATIVE

Jul 2025-Aug 2025

- Designed over 60 custom NQL investigations to improve accuracy of cost savings dashboard
- Segmented software licenses by pricing tiers to reflect true financial impact
- Identified redundant low-impact metrics and expanded coverage to include high-value software
- Laid groundwork for strategic visualization of enterprise software ROI

SKILLS & TECHNOLOGIES

- Languages: C#, Python, SQL, NQL (Nexthink Query Language), HTML/CSS
- Platforms: Azure DevOps, ServiceNow, Nexthink, MS Intune, HCL WCM, UrbanCode Deploy
- Frameworks/Methodologies: Agile/Scrum, DevOps, ITIL, Digital Employee Experience (DEX)
- Security & Analysis Tools: CheckMarx, Sonatype, SonarQube
- Development & Productivity Tools: Visual Studio/VS Code, Microsoft Office Suite, Git, Gephi, OneNote
- Soft Skills: Process Improvement, Multi-tiered Technical Support, Cross-functional Collaboration, Documentation & KT, User-Centered Problem Solving

RESEARCH INTERESTS

- Digital Employee Experience · DevOps & Agile Systems · Infrastructure Monitoring · Quantum Encryption
- Post-Quantum Cryptography · Data Visualization