TECHNICAL SKILLS

MERN Stack (MongoDB, ExpressJS, React, NodeJS), CSS, HTML, JavaScript, PowerApps, Unit Testing

See Portfolio Page/GitHub Repository for Personal Projects

🌐 GitHub 🌐 Portfolio

C O N T A C T

@ Tennwilliams917@gmail.com

📱 (917) 945-0717

🌐 LinkedIn

Richmond, VA

E D U C A T I O N

MIT XPRO
Professional Certificate in Coding: Full Stack JavaScript Development with MERN 2023

PACE UNIVERSITY
MS-Computer Science 2005
BA-Computer Science 2003

TENNILLE WILLIAMS

ORGANIZED CREATIVE DECISIVE MOTIVATED ANALYTICAL

Professional Experience

Travelers Insurance, Richmond, VA
Associate Software Engineer, Bond & Specialty, May 2023-Present

- Perform basic analysis, development, testing, debugging, configuration, incident investigation, documentation, health monitoring/alerting, and implementing based on and related to user or system design specifications.
- Continuously strive to improve understanding of requirements techniques, processes and deliverables required to support successful project delivery
- Effectively verifies and validates requirements; ensures that all requirements support the delivery of business value, fulfills goals and objectives, and meets a stakeholder need
- Ensure the requirements are unambiguous and understandable by both business users and solution delivery teams
- Elicit, analyze, specify and communicate business, system and implementation requirements

Business Process Analyst, Sourcing Operations, January 2022-May 2023

- Support and problem solve for the day-to-day execution and initiatives for sourced work post-migration
- Point of contact for Strategic Partner providing process–level expertise
- Identify process improvements to remove no value-added tasks and streamline processes
- Responsible for continuous process assessment to identify opportunities to streamline, automate and/or realign processes to drive savings or scale
- Partner with key areas to participate in business requirement sessions, review and evaluate ideas, provide recommendations for implementation and support execution
- Make procedural update and provide knowledge transfer
- Responsible for analyzing feedback, quality and performance results for trends, providing coaching to improve results and deliver better customer and business partner experiences

Field Operations Support Analyst, Domestic Operations, April 2015-January 2022

- Collaborated with team and across the enterprise to manage project objectives and initiatives
- Proactively identified, initiated, and implemented all updates to workflow, processes, and procedures
- Provided expert level knowledge of processing and/or underwriting support activities with the authority to manage remote processing onshore/offshore
- Instructed vendors and stateside team on procedures ensuring no ambiguities exist
- Mentored/trained vendor staff and stateside employees
- Served as Liaison across BI Operations