

Tommy Ashworth

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<https://github.com/TommyAshworth>

Applications Developer

Results-driven **Software Engineer** with skills in **object-oriented programming (Java, Python, C++, JavaScript)**, database management (**SQL**), and application development. Passionate about designing, developing, and optimizing software solutions. Currently working at **BlueCross BlueShield of Tennessee**, with a strong understanding of internal business processes and claims systems. Seeking to leverage my software development skills to transition into an **Application Developer** role with a focus on **.NET and SQL**.

WORK EXPERIENCE

OutlierAI • Remote • 01/2025 – Present

Applications Developer • Contractor

- Reviewed and annotated thousands of code snippets generated by AI models, identifying syntax errors, logical inconsistencies, and potential security vulnerabilities.
- Provided detailed feedback to improve the quality of AI-generated code, focusing on readability, efficiency, and adherence to project standards.
- Collaborated with the Outlier AI team to refine AI training data, ensuring accuracy and diversity of coding examples.
- Utilized strong analytical skills to identify patterns in Python code errors and suggest improvements to the AI model training process.

BlueCross BlueShield of Tennessee • Remote • 11/2023 – Present

Customer Service Representative • Full-time

- Leveraged Microsoft Copilot daily to enhance efficiency and accuracy in resolving member and provider inquiries, completing over 20,000 calls with a 100% accuracy rate in information provided, demonstrating the ability to integrate AI tools for operational excellence.
- Improved service outcomes by integrating AI-assisted solutions into daily tasks, reducing average resolution time for claims and inquiries by 25% while maintaining a perfect record of compliance with company standards.
- Utilized advanced systems such as Agent Workspace, Facets, and Mainframe to analyze and process thousands of claims, ensuring eligibility and claims accuracy with zero errors, streamlining workflows and achieving optimal customer satisfaction.

Springboard • Remote • 01/2023 – 12/2023

Software Engineer Fellowship • Freelancer

- Gained hands-on experience in building web applications using front-end technologies like JavaScript React and back-end technologies Node.js, which aligns with the job's need for developing and modifying application systems to optimize functional requirements.
- Worked with APIs RESTful and third-party services, leveraging tools like Axios to fetch and display real-time data, similar to the job's focus on integrating and implementing systems to meet specific functional goals, such as system uptime and performance.
- Enhanced my coding skills through projects focused on data structures, algorithms, and troubleshooting, preparing me for responsibilities like identifying system failures and taking measures to reduce downtime, as described in the job responsibilities.

Walmart Distribution Center • Cheyenne, WY • 04/2018 – 06/2023

Daily Management Systems • Full-time

- Developed and implemented key performance indicators to measure process performance, resulting in a 20% increase in overall efficiency and productivity within six months.
- Successfully collaborated with cross-functional teams to identify areas for improvement and develop action plans, leading to a 15% reduction in operational costs and a 10% improvement in customer satisfaction ratings.
- Contributed to Walmart Distribution Center's #1 ranking in the nation as a mech Distribution Center through collaborative team efforts and strategic leadership, driving exceptional growth and achieving outstanding metrics.

EDUCATION

Bachelor of Science in Computer Science

Western Governors University • Remote • GPA: 3.0 • 12/2025

ABET Accredited

Artificial Intelligence Focus

Certificate in Computer Science

Google Information Technology Support Professional • 01/2023 – 12/2023

CERTIFICATIONS

Springboard Software Engineering • 01/2023 – 12/2023

Springboard

Google Cybersecurty • 12/2023 – 12/2023

Google

Google Information Technology Support Professional • 12/2023 – 12/2023

Google

REST API • 07/2023 – 07/2023

HackerRank

SQL • 07/2023 – 07/2023

HackerRank

JavaScript Algorithms and Data Structures • 05/2023 – 05/2023

freeCodeCamp

Responsive Web Design • 12/2022 – 12/2022

freeCodeCamp

PROJECTS

Student Roster Management • 02/2025 – Present

Western Governor's University

Student Roster Management – Built with C++

- Manages and organizes student records, including name, grades, and course enrollment.
- Allows for adding, modifying, displaying, and deleting student information.
- Implements efficient sorting and searching algorithms for quick data retrieval.
- Saves and loads student data to and from files, ensuring data persistence across sessions.
- Languages: C++

Crypto Tracker • 12/2023 – Present

Springboard

Cryptocurrency Tracker – Built with React, Axios, and CoinGecko API

- Languages: JavaScript
- Libraries/Tools: Axios, React, CoinGecko API

<https://tommyashworth.github.io/Cryptotrack/>

SKILLS

API Integration, Collaboration, Communication, Data Structures & Algorithms, Debugging, Documentation, GIT, Integrated Development Environments, On-Call Support, Operating Systems, Problem Solving, Software Development Life Cycle, Software Engineer, SQL, System Optimization, Troubleshooting