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https://travisnickels.github.io/Portfolio

Travis Nickels

Senior Software Engineer

Experienced Software Engineer with a background in project leadership, focused on building scalable systems and practical automation in fast-moving environments. Experienced in modernizing legacy platforms, improving delivery pipelines, and shipping end-to-end features with a strong sense of ownership. Comfortable working across product, engineering, and operations to reduce friction, move quickly, and deliver meaningful business impact.

Technical Skills

Languages & Frameworks: C#, .NET Core, Node.js, JavaScript, TypeScript, Vue.js, PostgreSQL, HTML, CSS, State management, Web Application Frameworks
Architecture & API Design: Microservices, REST APIs, GraphQL, Distributed systems, System design
Messaging & Integration: NServiceBus, RabbitMQ, Azure Service Bus, Amazon SQS
Cloud & Automation: Azure Functions, CI/CD, GitHub Actions, YAML, AWS (testing environment)
Methodologies & Testing: Agile, Scrum, Kanban, DevOps, BDD/TDD practices, Automated testing, Object oriented design, Software Development Life Cycle, DevSecOps Practices
Collaboration & Tools: Git, GitHub (PRs, code review, workflow automation), Docker, Visual Studio
Compliance, Standards & Qualifications: GDPR, HIPAA, Sarbanes-Oxley (SOX), Bachelor's Degree

Project Leadership & Coordination

Coordinated approximately 50 IT projects annually across six acute care hospitals and affiliated facilities, covering infrastructure upgrades, department and hospital launches, internal tooling, and third-party integrations. Served as liaison between technical teams, clinical staff, and leadership to ensure communication and alignment. Developed a custom .NET project tracker to improve multi-facility visibility and managed large-scale efforts like the Cerner EMR conversion supporting 2,000+ users.

- Prioritized and balanced diverse projects with overlapping timelines, including a network-wide Cerner EMR rollout across 3,000+ devices
- Replaced spreadsheets and SharePoint with a custom project tracking platform, enhancing transparency
- Collaborated closely with C-suite executives to align IT projects with hospital goals
- Oversaw vendor coordination for power, network, software, and device installations across multiple sites

Automation & Tooling Development

Designed and built internal tools and automation to streamline engineering workflows, reduced repetitive tasks, and improved visibility across teams. Using C#, Azure Functions, and GitHub Actions, delivered reliable, scalable solutions that integrated smoothly into daily developer activities and supported organizational goals. This helped teams save time, reduce errors, and maintain better project oversight.

- Developed GitHub-integrated Azure Functions to automate recurring tasks (such as issue creation, project board updates, and Slack reminders) using YAML configuration, schedules, and webhooks, boosting team accountability and reducing manual overhead

- Contributed to tooling for NServiceBus, enabling teams to manage distributed messaging systems effectively and maintain system reliability
- Developed a self-service password reset portal for multi-hospital support, significantly reducing help desk ticket volume

Customer & Technical Support

Provided technical guidance and support for NServiceBus users by diagnosing and resolving complex distributed system issues, especially related to recoverability, configuration, and routing. Contributed to platform reliability and internal process improvements.

- Resolved a RabbitMQ recoverability issue by helping deliver a transport patch using the Management API for consistent queue policy enforcement
- Collected and analyzed support trends to inform development of a customer portal, improving support triage and reducing spam
- Created a BDD-focused testing DSL with Vitest and Testing Library for frontend validation in ServicePulse
- Delivered technical guidance via support tickets, GitHub issues, and forums on platform behavior and architecture

Engineering Contributions & Collaboration

Actively contributed to platform strategy by participating in RFC discussions, architecture reviews, and early-stage validation of platform features like cross-transport message bridging and the ServicePulse migration. While not always the lead author, I played a hands-on role in testing, refining, and validating design decisions to ensure they performed as expected in real-world scenarios.

Beyond technical contributions, I helped strengthen team collaboration by facilitating retrospectives, surfacing blockers, and regularly presenting squad updates and learnings at company-wide town halls.

- Identified real-world edge cases and usage patterns during RFC discussions, enabling teams to anticipate integration challenges and reduce rollout risk
- Validated and refined early implementations of distributed messaging features, uncovering bugs and improving reliability
- Facilitated retrospectives for squads and task forces, helping teams reflect, adapt, iterate, and improve business and engineering workflows
- Supported continuous improvement through scope definition, coordination across teams, and advocacy for scalable tooling and clearer documentation

Professional Experience

Software Engineer 2021 – 2025
Particular Software – Remote

IT Project Coordinator 2008 – 2021
The Valley Health System – Las Vegas, NV

Education

Bachelor of Science in Computer Science
University of California, Riverside

Undergraduate Graphics Research
University of California, Riverside – Graphics Lab