

# Travis Nickels

*Senior Software Engineer*

[nickels.travis@gmail.com](mailto:nickels.travis@gmail.com) ✉

Las Vegas, NV 📍

[Linkedin.com/in/travis-nickels](https://www.linkedin.com/in/travis-nickels) in

<https://travisnickels.github.io/Portfolio> 🌐

Experienced Software Engineer and Project Manager with over a decade of driving business results through technology. Skilled in full-stack development, designing and delivering scalable solutions, improving team efficiency through automation, and guiding complex system architectures from concept to implementation. Strong track record of cross-functional collaboration, translating technical challenges into business outcomes, and enabling teams to deliver high-quality software with measurable impact.

## Technical Skills

**Languages & Frameworks:** C#, .NET Core, Node.js, JavaScript, TypeScript, Vue.js, SQL

**Architecture & API Design:** Microservices, REST APIs, GraphQL, distributed systems

**Messaging & Integration:** NServiceBus, RabbitMQ, Azure Service Bus, Amazon SQS

**Cloud & Automation:** Azure Functions, CI/CD, GitHub Actions, GitHub Projects, YAML, AWS (testing environment)

**Methodologies & Testing:** Agile, Scrum, Kanban, DevOps, BDD/TDD practices, Vitest, Testing Library, custom DSLs

**Collaboration & Tools:** Git, GitHub (PRs, code review, automation), Slack, Zoom, Markdown

**Compliance & Standards:** GDPR, HIPAA, Sarbanes-Oxley (SOX)

## 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*