


# Mitch Dollar


## Software Engineer

### Personal Info

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 alexmdollar.github.io

### Technical Skills

Advanced

Languages:

Python, Ruby, HTML, CSS, Rails, SQL, PHP, M

Other:

GitHub, JIRA, Bitbucket, AWS: EC2, S3, Opsworks

Intermediate

Languages:

C, C++, C#, Laravel, Javascript, Java, VB, Swift, OnCore, OnBase

Other:

Docker, Agile, Sourcetree

### Personal Skills

- Creativity
- Adaptability
- Efficiency
- Leadership
- Collaboration
- Communication
- Passion
- Consistency

Creative software engineer with full stack development education. 5 years’ post-graduation experience identifying, developing, and deploying product enhancements and bug fixes, troubleshooting a high volume of robust issues, managing projects, and leading and training new employees. Looking to apply the same level of creativity and success in a developmental role that challenges my skillset as a software engineer and a leader, and drives my passion.

### Professional Experience

Madison, Wisconsin

Nov 2021 - **Nextpoint** Remote

Present Software Engineer III and Team Lead

- Lead and mentor a team of software engineers across multiple states and countries
- Perform software maintenance on all aspects of the application, from database to cloud
- Develop, deploy, and maintain product enhancements, bug fixes, and client projects

#### Key Projects

Oct 2023 **AI Chatbot**

- Originated, led, and developed a project to code an AI Chatbot using LLaMA2 and Databricks
- Reduced support tickets by providing means to accurate answers to client’s questions

June 2022 **Tier 3 Support Team Rebuild**

- Became the sole member of the Tier 3 team and solved all incoming bugs at six months tenure
- Trained four new employees and reinvent inefficient procedures to completely rebuild the team

#### Honors

Q3 2023 **Nextian of the Quarter** Given to one employee every quarter

- Awarded by peers for exemplary performance, innovative projects, and consistent leadership

### Professional Experience

Madison, Wisconsin

July 2019 - **Epic Systems**

Nov 2021 Technical Services Engineer

- Communicated daily with end-users to work through issues, workflows, and projects
- Troubleshoot a wide variety of issues to keep infusion centers running smoothly

#### Key Projects

Jan 2021 **Ransomware Readiness**

- Created new tools in response to the rapid increase of ransomware attacks in U.S. hospitals
- Solely led all development and decisions regarding the preparation of all Epic cancer centers

Mar 2021 **Provider Efficiency Tune-Up**

- Spearheaded the project to identify inefficiencies and suggest build changes to address them
- Developed a full-stack utility using M, SQL, Python, and VB to generate data driven spreadsheets

#### Honors

Jan 2021 **Apollo 13 award** Given yearly for above and beyond action

- For handling a difficult and critical escalation regarding ransomware attacks

### Education

May 2019 **Indiana University** Bloomington, Indiana

Bachelor of Science in Informatics

Cognate and Minor: Medical Sciences

#### Honors

Fall 2015-May 2019 Indiana University Dean’s List

Spring 2017 **University of Wollongong** New South Wales, Australia

Study Abroad - Computer Science Program