

Mitch Dollar

Software Engineer

Personal Info

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 www.mitchdollar.com

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

Creative software engineer with full stack development education. 4 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

Nov 2021 - **Nextpoint** *Remote*

Present Software Engineer III

- Discover and implement solutions for the most technically demanding bugs discovered
- Perform software maintenance on all aspects of the application, from database to cloud
- Develop, deploy, and maintain product enhancements and custom code for clients

Key Projects

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

Jan 2021 **Documentation Library**

- Established a documentation library from scratch utilizing a deep understanding of the codebase
- Set up libraries for other teams and created resources for increased cross-team collaboration

July 2019 - **Epic Systems** *Madison, Wisconsin*

Nov 2021 Technical Services Engineer

- Communicate daily with end-users to work through issues, workflows, and projects
- Troubleshoot a wide variety of issues to keep infusion centers running smoothly
- Led and developed projects with great impact to end-user efficiency and patient safety

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 developments and decisions regarding the preparation of all Epic cancer centers

March 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 crucial 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