Alison Chan

Farmington Hills MI

alisonc@alisonc.net
@alisonc42

+1 909 278 7753

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alisonc.net
github.com/alis0nc

Summary

Software engineering generalist with a track record of producing clean code, eliminating technical debt, and digging into complicated problems spanning multiple systems. Seeking a challenging technical track position with opportunities to learn new technologies and tools.

Professional Experience

- **X by 2**   Farmington Hills MI
  Software Engineering Consultant   *2015 October – present*
  - **Client engagement: Claims System for Fortune 500 P&C insurer**
  - Reimplemented the process of ingesting documents from an auto appraisal vendor, leading to much cleaner code and reduced occurrence of errors.
  - In a production support role, worked with external vendors and other IT departments in the client organisation (e. g. Enterprise Content Management and Financial Systems) to debug integration issues with the claims system.
  - Solved end user issues in production environment.
  - **Internal consulting project: Applicant Tracking / HR System**
  - Worked with X by 2 principals to determine requirements for a cloud based applicant tracking and HR administration system to replace various home-grown applications.
  - Researched and contacted potential vendors for requirements analysis and demos with stakeholders.

- **Kettering University**   Flint MI
  Department of Computer Science : Research Assistant   *2013 April – 2015 June*
  - Configured OpenFlow software defined networking switches for Kettering's Laboratory for Advanced Network Applications and developed and tested OpenFlow controller applications.

- **Kettering University**   Flint MI
  Department of Customer Service & Programs : Student Caller   *2012 July – 2015 September*
  - Invited prospective students to Kettering open house events and followed up with postcards and phone calls after those events.

- **Livio**   Ferndale MI
  Software Engineering Co-op   *2012 September – 2012 December*
  - Developed iOS apps and backend network code for trade show demonstrations.

- **New Eagle**   Ann Arbor MI
  Software Engineering Co-op   *2010 October – 2012 June*
  - Created HMI applications for embedded display hardware and PC applications to calibrate electronic control modules.
  - Worked with product managers to evaluate products being considered for distribution.

Education

- **Kettering University**   Flint MI
  Coursework completed for dual degree BS Computer Science / BS Computer Engineering   *2010 – 2015*
  - Systems and Data Security concentration
  - International Studies minor

Skills

- **Programming languages:** Java; Python; JavaScript; LaTeX; C♯
- **Frameworks:** Apache Camel; Spring Web Services; Guidewire ClaimCenter
- **Operating systems:** Linux (desktop & embedded); Windows
- **Networking:** Ubiquiti EdgeOS; TCP/IP
- **Workflow:** git; GitHub; JIRA; AccuRev; bash script