

# Andrew Douglas

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## SUMMARY

Dedicated Software Developer with a strong work ethic and enthusiasm for emerging technologies. During my time at Cognizant, I have actively sought opportunities to expand my skills, combining adaptability and technical expertise to deliver scalable enterprise solutions for mission-critical systems such as call centers and claims processing workflows. I embrace challenges and pursue continuous learning to stay ahead in the ever-evolving field of software development.

## EXPERIENCE

Cognizant Technology Solutions – Palatine, IL

June 2022 – Present

### **Software Developer** (Client: Centene Corporation)

- Spearheaded the development of an Automatic Claims Processing system, automating workflows to significantly improve efficiency and reduce human errors.
- Engineered and deployed enhancements in the client's call center application, reducing member search times and optimizing the user interface, resulting in improved operational efficiency impacting 40 million interactions annually.
- Managed incident tickets using Atlassian Jira and ServiceNow, performing root-cause analysis to debug issues, implement solutions, and minimize downtime for customers.
- Implemented best practices in coding, code reviews, and testing to ensure the delivery of high-quality software products.
- Partnered with project managers, QA engineers, and subject matter experts, coordinating through Agile development methodology to ensure seamless project execution.
- Facilitated regular Agile ceremonies, including sprint planning, daily stand-ups, and retrospectives, to ensure timely project delivery.

## EDUCATION & CERTIFICATIONS

### **Bachelor of Science in Computer Science**

May 2022

The University of Iowa – Iowa City, IA

**Certifications:** AWS Certified Cloud Practitioner, PEGA Certified Senior System Architect v23

## TECHNICAL SKILLS

**Languages:** Java, JavaScript, Typescript, Node.js, HTML, CSS, SQL

**Technologies:** ReactJS, AWS, Dynatrace, Atlassian Jira, MySQL Workbench, Oracle SQL Developer, Git, Postman, ServiceNow

## PERSONAL PROJECTS

**Banking System Simulation:** Developed and maintained a highly customizable Discord bot using Discord.js, TypeScript, and Node.js for a community of 4,000+ members; implemented automated moderation, role management, custom commands, event handling, and API integrations, significantly improving administrative efficiency, reducing manual tasks, and boosting user engagement.

**Stock Market Tracker:** Developed an interactive stock tracking application using ReactJS, leveraging APIs to fetch current and historical stock data. Designed user-friendly features that allow users to favorite and easily monitor their preferred stocks, enhancing their investment decisions through effective data visualization and accessibility.