

Andrew Douglas

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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.

WORK EXPERIENCE

Cognizant Technology Solutions • Arlington Heights, IL • Full-time **Jun 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

Bachelor of Science in Computer Science
The University of Iowa • Iowa City, IA, USA

Sep 2018 - May 2022

PERSONAL PROJECTS

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.

Banking System Simulation

Developed a comprehensive banking system simulation using Java for backend logic, with MySQL Workbench as the database, and Java Swing for the user interface. Implemented core banking features, including, account creation, deposits, and withdrawals, using SQL queries. While also integrating a transaction log to track balance changes with MySQL.

TECHNICAL SKILLS

Languages: Java, Python, JavaScript, HTML, CSS, SQL

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

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