ANTHONY HEM

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| EXPERIENCE

Freelance Digital Consultant
09/2016 - Current

- Provide consulting services to a variety of clients including *American Arcade Supplies, Villas Tres Amores, and Rezvan Foundation*
- Collaborate on all stages of systems development lifecycle, from requirements gathering to production releases
- Create eye catching and functional digital concepts/content across various platforms to strengthen company brand
- Design, implement, and monitor web pages and platforms for continuous improvement
- Research latest trends to provide current knowledge to clients
- Evaluate diverse organizational systems to identify workflow, communication, and resource utilization issues

Tandem Diabetes Care - *Software Analyst/Developer*
San Diego, CA • 09/2016 - 09/2017

- Designed and supervised internal software tool projects to reduce testing procedures from over a week to less than an hour
- Directed teams to resolve integration issues with internal tools and conducted presentations on how to implement new hooks for workflow efficiency
- Devised new features and ideas for diabetic pump simulation software during the agile process

Trojan Professional Services - *Technical Support Analyst*
Cypress, CA • 02/2016 - 09/2016

- Managed and resolved issues with over 50 dental practices across the US by providing technical solutions to their patient management workflow and software
- Developed a FAQ web page for team members to contribute common customer concerns with practical solutions

Mitchell International - *Software Engineer Intern*
San Diego, CA • 06/2015 - 09/2015

- Debugged compliance parser to ensure quality feedback of insurance claims
- Supported software engineering projects in agile work environment
- Updated interface with bootstrap and a responsive design to increase engagement and enhance user experience; eliminating common customer complaints by 20%

Qualcomm Institute - *Associate Software Developer*
San Diego, CA • 01/2015 - 05/2015

- Contributed scripts for qualifying teams to test and improve their software in the Qualcomm Tricorder XPRIZE competition- A $10M global competition in diagnostic technology
- Performed testing on software to uncover bugs and troubleshoot issues before application launches

| TECHNICAL SKILLS

Programming Languages: JavaScript, React, Python, HTML, CSS
Technologies: Git, Sublime, Eclipse, QuickBooks, MS Office Suite

| PROFILE

Goal-oriented professional with strong commitment to collaboration and solutions-oriented problem-solving. Analytical and skilled in understanding complex projects, with the ability to develop systems that improve functionality. Talented at working effectively in collaborative and self-motivated environments. Seeking an opportunity to apply my experience as a consultant, analyst, and developer towards a company with career growth potential.

| SUMMARY OF QUALIFICATIONS

- *4 years of professional experience in software development/analysis, technical support, and digital consulting*
- *Strong data analysis skills with the ability to extract and connect data from multiple sources for presentation & analysis*
- *Active listener with the innate ability to ask probing questions, understand concerns, and overcome challenges*
- *Strong work ethic demonstrated through effectively managing multiple priorities/projects and adapting to changes as necessary*
- *Ability to define problems, collect data, establish facts, and draw valid conclusions*
- *Genuine passion for supporting team members and clients, by applying effective interpersonal skills and building relationships built on trust & credibility*

| CORE COMPETENCIES

- Project Management
- Strategic Planning
- Process Improvement
- Account Management
- Client Relations
- Data Solutions
- Interpersonal Skills
- Relationship Management
- Analytical Mindset
- Motivated Self-Starter
- Technical Analysis
- Collaborative Team Player

| EDUCATION

University of California - San Diego
La Jolla, CA • 2016
Bachelor of Arts: Computer Science