Bernice Abreu

Senior Full Stack Developer

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Skills

Programming Languages, Libraries, and Frameworks
ReactJS, React Native, Node, Javascript, Typescript, AngularJS, Angular, HTML, CSS, SCSS, Express, SQL, Python3

DevOps
NPM, Git, Gitlab, GitHub, uDeploy, Octodeploy

Database
PostgreSQL, Oracle SQL Developer, mySQL

Testing
Jasmine, Mocha, Chai, Karma

Operating Systems
Windows, OSX

Agile Softwares
Rally, Jira

Spoken Languages
English • Native/Bilingual
Spanish • Native/Bilingual

Certifications

Technology in Leadership
Cornell, 2019

Intro to Python
Coursera, 2021

Data Analysis using Python
Coursera, 2021

Watson Discovery Foundations
IBM, 2021

Interesting Facts

- Been doing CrossFit since 2017, competing in local competitions
- Ran the 50th NYC Marathon in Nov 2021

Education

Fullstack Academy of Code
Web Development Fellowship
New York, NY • July 2018
17-week Full Stack Bootcamp

Carnegie Mellon University
Pittsburgh, PA • May 2016
BS in Decision Science
Additional in Policy & Management

Work Experience

Brillio, *New York, NY (Remote) - August 2018 thru present*

Senior Full Stack Developer (Aetna) • *January 2023 thru present*
- Program virtual bot that was the initial entryway to a top healthcare company's interactive automated telephone system, channeling incoming customer calls into appropriate representatives
- Write scalable, efficient, clean, easily maintainable, high quality code
- Build out a naturally seamless conversation flow, complete with calling out to numerous APIs to verify and authenticate incoming user data and transferring to appropriate numbers
- Work in an agile environment in conjunction with numerous other full stack, front-end, and back-end developers across 3 different internal teams
- Perform code and design reviews, collaborating with UX/UI designers and the client to ensure a user friendly and adaptive voice assistant

Senior Full Stack Developer (Title Midwest) • *August 2022 thru December 2022*
- Singular full stack developer that deployed attractive and intuitive customer solutions for a title company using Javascript, Typescript, Angular, Express, and NodeJS (MEAN stack)
- Implemented full stack features such as an interactive user dashboard that managed and automated employees' records and workflow, along with a document management system, demoing deliverables to users biweekly
- Transformed business asks into a stable, well documented, and tested application
- Migrated the company's manual processes to a fully automated, high performing application

Senior Full Stack Developer (CVS Health) • *April 2021 thru August 2022*
- Built a voice experience conversational AI experience for a leading healthcare company, developing robust and sustainable business logic and processes in a team of 3
- Integrated the bot for 6 different business units to handle COVID FAQ related questions
- Evaluated code through code reviews, challenging ideas to ensure efficient solutions
- Added both agent transfer and text messaging capabilities to bot
- Overall bot handled 44.7M calls and 66% of those calls were contained
- Built a CI/CD process to deploy Watson assistant skills across instances with GitHub
- Helped reporting team extract conversational logs to provide insight to business
- Worked closely with UX/UI designers and front-end developers to ensure a functional design

Technical Project Lead (Cigna) • *March 2019 thru April 2021*
- Key developer on a multi-year initiative for a leading healthcare giant, providing an end-to-end system to internally automate the process of healthcare provider demographics
- Internal owner of meeting sprint delivery objectives and goals set by client leadership, project owner, and scrum master
- Designed and developed over 60 new features and enhancements to application, including integrating RPA and Blue Prism methodologies, MEAN stack, Jenkins, uDeploy, Git, and Gitlab
- Verified user story acceptance criteria and estimated 280+ hours of work every sprint, along with demoing new features to 50+ application users and client project owners biweekly

Junior Full Stack Developer (Cigna) • *August 2018 thru March 2019*
- Architected, engineered, and deployed customer solutions for a leading healthcare giant using Javascript, Typescript, Angular, Express, and NodeJS (MEAN stack)
- Implemented full stack features such as an automated dashboard and a provider management system managing the clients' records update workflow, demoing deliverables to 50+ customers and application users biweekly
- Designed and implemented new features and components in AngularJS, later seamlessly migrating the full application to Angular without disrupting deliverables

Swiss Re*, Armonk, NY - February 2017 thru August 2017*

Behavioral Research Analyst
- Quickly built rapport with over 20 life and health insurers in Latin America, the US, and Canada by significantly improving the accuracy of risk behavior using behavioral economics and A/B testing.
- Analyzed and handled confidential consumer data, and subsequently designed trials combining results from data and behavioral interventions for specified pain points from each individual insurer.