

Christine Dillon

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Software Engineer in Kansas City Area

I am an innovative, technical professional using creative, logical data analysis solutions to drive software and business development with efficiency and stakeholder satisfaction.

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WORK EXPERIENCE

Capability Analyst, OptumRx, Overland Park, KS, July 2018 – February 2022

- Evaluated systems from user experience perspective and recommended changes based on research.
- Created quantifiable test documents to evaluate members of team and level of proficiency
- Identified and reconciled errors in client data to ensure accurate business requirements
- Liaised between business and technical personnel to ensure mutual understanding of processes and applications.
- Functioned as both a Product owner and tester on 4 scrum teams in a SAFe environment.
- Prototyped UX designs for evolutions of cloud based applications.

Business Analyst /QA Tester, OptumRx, Overland Park, KS, August 2016 – July 2018

- Experience working in Agile, Waterfall, Kanban and Lean environments.
- Implemented multi-cycle quality assurance manual and automated testing and documentation with a 99% level of accuracy.
- Created and published test case plans and process documentation to a team of 14 members and business.
- Completed more than 50 testing and software release cycles.
- Trained and onboarded 10 employees to the team and functioned as a subject matter expert.
- Executed multi API interface testing between internal and external vendors
- Created automated testing plans and standardized test library that increased testing team efficiency by 30%
- Completed 8 cycles of data loading and engineering for logistical testing of external fulfillment sites to validate data transfer through four systems and 15 different types of equipment.
- Entered and triaged application defects into quality control tracking through resolution.

Senior Business Operations Coordinator, OptumRx, Overland Park, KS, March 2015 –August 2016

- Provided technical support, information and training about IRIS application to 5000 business users.
- Supported Business Innovation and Operations Support as Sharepoint admin building and supporting site and data for a 70 member department.
- Functioned as SME for visiting Six Sigma teams as requested by

SKILLS

PROGRAMMING LANGUAGES

- Typescript
- Java
- Python
- XML
- JavaScript
- VB
- HL7
- HTML5/CSS3

FRAMEWORKS

- MVC
- AngularJS
- Spring
- Django
- NodeJS
- jQuery

DATABASES

- MySQL
- Oracle

TOOLS

- Visual Studio Code
- IntelliJ IDEA
- GitHub
- CA Agile/Rally
- MS Azure
- Trello
- Jenkins
- HP ALM
- HP UFT/Loadrunner

- executive leadership
- Created work instructions, visios and work around processes for developing software.
- Facilitated onsite and virtual workshop presentations
- Created and presented monthly operations planning report (MOPR)
- Lead the Performance Team and reporting of major business objectives (MBO)

PROJECT EXPERIENCE

Health eHub — Patient Centric Health Record

- Collaborated in a product owner role to drive application development on a five member team to a viable product utilizing customized design forms in Word and Excel.
- Designed model-view-controller integrating front end and backend data utilizing MySql, Java, and Java.
- Integrated secure logins and external data API into design to enhance data security.

Desktop Configuration — End User System Analysis

- Developed desktop configuration to optimize user performance—largest single cost saving initiative in BIOS saving of \$60M.
- Developed systematic evaluation of business process, hardware components and performance leading to a proposal to replace current user systems utilizing a corporate tech fund instead of business resources.
- Completed program compatibility reviews.

Pharmacy Technician Certification Board (PTCB) —National Board

- Functioning in role of subject matter expert, item writer and content creator
- Responsible for development and review of the national board exam and four advanced certification specialty exams including test questions and documents

KCExpress — Club website,persistent database

- Manage and maintain club data with security settings
- Provide technical support to users with login difficulties or receiving automated notifications.
- Secretary and board member for 150 member club creating documentation, scheduling of meetings/locations/presenters.
- Core committee member of the Mother's Day 5K planning and responsible planning and implementation of a 1300 participant 5K.
- Designer of clothing and merchandise for club members promoting the club brand and mission.

EDUCATION

LaunchCode, LC101 Programming Course — 2022

Management Strategy Institute,

- Six Sigma Lean Professional, 2016
- Change Management Professional, 2016

Optum University,

- P.O.E.T Principles of Effective Training, 2015

University of Kansas, Chemistry, Biochemistry and Molecular Biology

- SOAP
- Postman

AWARDS

Merck Summer Research

Fellowship awarded for "Development of Aptamers as Biological Recognition Elements". Project combining new techniques for irrational drug design with combinatorial data analysis and design. Developed desktop configuration to optimize user performance—largest single cost saving initiative in BIOS saving of \$60M.

