

Dowling Briggs

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EDUCATION

Bachelor of Science in Commerce and Business Administration, The University of Alabama

Graduation Date: May 2018

Major GPA: 3.5/4.0

Major: Management Information Systems

Minor: Computing Technology and Applications

Specialization: Services Marketing

EXPERIENCE

July 2018 –
October 2020

Advanced App Engineering Analyst, Accenture, Nashville, TN

Goal: Design and develop Robotic Process Automation Code, applications using machine learning algorithms, and data processing code.

Value: Through designing these applications, Accenture can improve the efficiency of client's business processes and automations.

My Contribution:

- Designed and developed code algorithms, performed exploratory data analyses, generated and tested working hypotheses.
- Developed scripts in Python and R to create/load data for test, train models utilized in an internal AI platform.
- Performed validation and testing through writing and executing test scripts.
- Configured, built, and tested the application or technology architecture components and classes.
- Worked with other developers, designers, and architects to make sure that the configuration and components met application requirements and performance goals.
- Utilized Agile Methodology to deliver use cases and test scripts with advanced analytic techniques.

January 2018 –
May 2018

Process Automation Intern, Unum Capstone Project, Chattanooga, TN

Goal: To provide automations to employees that reduce production time for manual tasks, hampering productivity and efficiency.

Value: Through providing these automations, Unum can reduce completion time for certain business procedures and provide exceptional service experiences to the customer.

My Contribution:

- Completed PEGA Robotic Automation training that familiarizes users with the development, production, and testing of RDA and RPA systems.
- Worked in an Agile environment to deliver technical specifications and collaboratively build Robotic Desktop Automation systems for an enterprise setting.
- Managed a team of six as Project Manager through the planning, development, and testing phases of these automation

May 2017 –
August 2017

Robotic Process Automation Consulting Intern, (ISG) Information Services Group, Stamford, CT

Goal: To provide clients with an efficient assessment of RPA opportunity that is available within the processes discussed using ISG best practices and methodologies.

Value: Established a better relationship with the client as well as educating them as to the RPA process, while making their business more efficient and reduce costs.

My Contribution:

- Conducted Assessments for several different clients to determine the automatability percentage potential for processes outlined by the client.
- Calculated the potential savings through implementation of these automations through these assessments to show financial benefits ISG services provide.
- Acquired an Advanced Certification in Automation Anywhere (AA) and have worked in parallel with a POC team on-site, to capture & present the deliverables for clients.

TECHNICAL EXPERIENCE

Languages: Python, R, C++, HTML, CSS, Java, PowerShell, C#, SQL, Automation Anywhere, Blue Prism, PEGA

Operating Environments: MS Windows, Mac OS X, iOS, Linux

Development Tools: MS Office Suite, Visual Studio, Eclipse, Notepad++, Minitab, SharePoint, Visio, PEGA Robotics Automation Studio, Jenkins, Docker, Git

HONORS AND ACTIVITIES

Dean's List – Spring 2014, Spring 2015, Fall 2017

Alabama Information Technology Society

Information Technology Society

Phi Sigma Theta National Honor Society

Phi Delta Theta Fraternity

Volunteer Work:

- Hands on Tuscaloosa
- Habitat for Humanity