

DOMINIQUE NELSON

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EDUCATION

University of South Florida Tampa, FL
Bachelor of Science in Physical Science/Physics
Florida Atlantic University Boca Raton, FL
Bachelor of Science in Computer Science

Graduated: May 2020

Graduated: December 2023

PROFESSIONAL EXPERIENCE

Application Analyst

Florida Virtual School | Remote | 2023 – Present

- Designed and deployed scalable backend and frontend systems for enterprise-level applications, supporting thousands of users daily.
- Spearhead the configuration and management of applications, optimizing performance for end users.
- Optimize critical workflows for custom **Learning Management Systems (LMS)**, reducing processing time by 15% and improving operational reliability.
- Conduct performance analysis to identify bottlenecks, enhancing system responsiveness and functionality.
- Collaborate closely with UX designers, product managers, and stakeholders to ensure technical solutions aligned with user-centric goals.

Medical Data Management Specialist

Evora Health | St. Petersburg, FL | 2021 – 2023

- Automated data pipeline processes to extract and reconcile datasets from insurance company portals and data warehouses.
- Delivered actionable insights by performing data analysis, supporting strategic decision-making for patient membership and payment reporting.
- Standardized monthly reconciliation workflows, reducing processing errors by 20%.

Patient Engagement Specialist

Evora Health (formerly CHCP) | St. Petersburg, FL | 2020 – 2021

- Delivered customer-centric support through inbound/outbound communication channels, achieving 95% satisfaction rates.
- Digitized and maintained organizational records, ensuring efficient data accessibility.
- Developed streamlined provider scheduling systems to meet time-critical healthcare needs.

Student-Athlete

FAU/University of South Florida Soccer Team | Boca Raton/Tampa, FL | 2015 – 2019

- Mastered time management by balancing a 40+ hour weekly schedule of athletics, travel, and academic responsibilities.
- Served as a liaison between teammates and coaching staff, fostering a collaborative team environment.
- Thrived in a high-performance, competitive atmosphere, demonstrating resilience and adaptability.

Pharmaceutical and Sales Associate

Publix Pharmacy | Tampa Bay Area, FL | 2014 – 2018

- Provided prompt responses to customer inquiries, adhering to strict pharmacy and policy regulations.
 - Assisted pharmacists in preparing and packaging prescribed medications with precision and care.
 - Conducted quality assurance checks across multiple store locations, ensuring operational consistency.
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RELEVANT PROJECTS

Portfolio Website

- Built a personal portfolio website to showcase professional projects and skills using HTML5, CSS3, JavaScript, and React.
- Implemented a blog section with dynamic content rendering using a custom-built CMS.
- Deployed the site using AWS Amplify for scalability and quick load times.

Full-Stack E-Commerce Web Application

- Implemented secure payment integration with Stripe API and optimized database queries for efficient product search and filtering.
- Designed responsive UI/UX, improving user engagement and accessibility across devices.

TECHNICAL SKILLS

- **Languages:** Python, JavaScript, HTML5, CSS, C, C++
- **Frameworks & Tools:** React, Node.js, Flask, jQuery, JSON, Git, GitHub
- **Development Expertise:** Full-stack development, service-oriented architectures, API design
- **AI & Chatbot Potential:** Strong analytical mindset with familiarity in OpenAI APIs and integration of AI technologies and customer service workflows.

KEY ACHIEVEMENTS

- Successfully improved system performance by implementing optimized workflows in support of 10,000+ users.
- Leveraged programming expertise to automate reporting processes, reducing manual effort by 30%.
- Consistently recognized for technical quality and efficiency in team-based development environments.

ADDITIONAL INFORMATION

- **Honors:** Recognized for outstanding teamwork and innovation in process improvement initiatives.
- **Soft Skills:** Excellent communicator, effective cross-functional collaborator, detail-oriented problem solver
- **Personal Development:** Actively enhancing skills in AI/ML through online courses and personal projects to build expertise in innovative technologies.