

# Kaitlyn G. Hayes

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## EDUCATION

### **Southeastern Louisiana University**

Hammond, LA

*Bachelor of Science in Computer Science (Pre-MBA)*

May 2024

- 3.5 GPA
- Relevant Coursework: Software Engineering, Information Systems, Data Structures and Algorithms, Computer Architecture, Enterprise Applications, Database Systems

## SKILLS

**Programming Languages:** C#, Java, JavaScript, TypeScript, HTML, CSS

**Frameworks:** React.js, React Native, Entity Framework, ASP.Net Web API

**Operating Systems:** Windows, MacOS

**Workplace:** Time management, Verbal & written communication, Problem solving, Adaptability, Strong attention to detail

## RELATED EXPERIENCE

### **CW Software Engineer Intern**

Remote (Baton Rouge)

*Blue Cross Blue Shield of Louisiana*

May 2023 - Present

- Developing a healthcare tool that utilizes member data access by allowing efficient searches based on key identifiers.
- Identify and resolve software discrepancies to enhance system functionality and ensure seamless user experiences.

### **CW ServiceNow Software Engineer Intern**

Remote (Baton Rouge)

*Blue Cross Blue Shield of Louisiana*

January 2023 – May 2023

- Collaborated with senior engineers to design, develop, and implement software solutions using the ServiceNow platform.
- Contributed to the development of new features and enhancements for SAFe agile stories.
- Assisted in troubleshooting and resolving technical issues with ServiceNow applications to close 40+ tasks and requests.

## PROJECT EXPERIENCE

### **Blue Elephant – Member Search Tool**

Remote (Baton Rouge)

*Blue Cross Blue Shield of Louisiana*

May 2023 – August 2023

- Created a Member Search Tool to elevate data access within the insurance sector & redefined user experiences by enabling seamless searches across usernames, first names, last names, contract numbers, and emails.
- Optimized operational workflows but also fortified decision-making capabilities through an intuitive and user-friendly interface, marking a significant advancement in enhancing efficiency and accessibility for the company.
- Implemented the use of React, TypeScript, HTML, CSS, ASP.NET, Azure DevOps, Entity Framework Core, Bootstrap etc. to build & refine the frontend & backend framework of the web application.

### **Helpful Neighbor – Web & Mobile Application**

Hammond, LA

*Capstone / Passion Project*

June 2023 – December 2023

- Created a comprehensive web and mobile application designed to assist individuals in Louisiana by offering access to a wide range of resources within the state, complete with detailed information.
- Implemented a user-friendly map feature that illustrates the distance to these resources and allows users to conveniently save them to their profiles for quick access.
- Implemented the use of React, JSON Web Tokens (JWT), TypeScript, ASP.NET, TypeScript, React Native, Mapbox, Chakra UI, C#, Azure SQL, etc. to build the framework of the web and mobile applications of the program.

## HONORS & INVOLVEMENT

Vice-President of ACM-W Organization (August 2021 – May 2024)

President of ACM-W Organization (August 2022 – May 2022)

Member of the Thirteen Club

President's List (3 semesters)

Dean's List (3 semesters)

WTI Scholarship (Spring 2021 & Summer 2022)

J.W McCliman's Scholarship (Spring 2022)