

Nicole Roya Smith

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Education

University of Louisville - Louisville, KY

May 2019

Bachelor of Science in Business Administration, Cum Laude

Major: Computer Information Systems

Concentrations: Web Development, Information Security, Business Process Management

Work Experience

Humana, Inc. - Louisville, KY

Site Reliability Engineer II | Production Systems Management

May 2019 - Present

- Facilitate collaboration and communication with IT development and support teams during new application/feature releases in order to mitigate outages and consumer impact
- Provide insight concerning the operation objective of projects to reduce incidents, impact, and resolution time through monitoring of top 50 applications
- Reviewed existing process and recommended a new process between Splunk development and production teams to increase performance and reduce delivery bottlenecks
- Mentor and oversee team of 4 interns developing a full stack web application tracking change orders in production environment

Software Engineering Intern | Business Intelligence Platforms

August 2018 - May 2019

- Developed IBM Watson call tracking dashboard in Splunk to track reasoning behind dropped or re-routed calls from customers to determine root cause and improve customer experience
- Assisted in developing an understanding of Humana's Business needs and translating those into technological systems, design specifications, and solutions
- Partner with associates to analyze, design, develop, implement complex business systems

Software Engineering Intern | Enterprise Data & Technology Solutions

May 2018 - August 2018

- Simplified data governance process through the development of full stack browser-based application that grouped over 16 million organizational terms and technical assets into clusters
- Pioneered new technology to develop a browser-based application that was more efficient and scalable
- Served as Scrum Master to facilitate daily stand-up meetings in an agile development environment

LG&E KU - Louisville, KY

Application Engineering Intern | .NET & Mobile Applications

January 2017 - April 2018

- Assist with hands-on full stack development, support, and delivery of quality applications
- Improved customer experience through the development of an interactive map displaying customer gas survey year
- Simplified technician reporting by implementing QR scanning within company application that allowed locations to be pulled up more efficiently

Technical Exposure

Languages/Frameworks:

Vue.js, Angular, Bootstrap, HTML, CSS, JavaScript, Node.js, .NET MVC, C#, SQL

Software/Applications:

Splunk, Azure DevOps, PowerBI, Git, Microsoft Office Suite, Microsoft Visio

Databases:

MS SQLServer, Oracle, MS Access

Operating Systems:

Windows, MacOS, Linux, UNIX

Technical Writing:

Use Cases, Class Diagrams, Process Models, Agile Stories, Architecture Considerations, System Requirements, Entity Relationship Diagrams

Involvement

College of Business President, Student Government Association, College of Business Diversity & Inclusion Committee Member, Vice President of Programming - Delta Zeta Sorority, Dean's Scholar, raiseRED Dance Marathon Morale Captain, Department of CIS Scholarship, Trustees Scholarship