Nicole Roya Smith

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EDUCATION

Georgia Institute of Technology   **August 2020 – May 2022**
Master of Science, Analytics

University of Louisville   **May 2019**
Bachelor of Science in Business Administration, Computer Information Systems

- Concentrations: Web Development, Information Security, Business Process Management
- Honors: Cum Laude, Department of CIS Scholarship
- College of Business President, Student Government Association, Delta Zeta Sorority Executive Board

WORK EXPERIENCE

Humana, Inc.   **May 2019 – Present**
Site Reliability Engineer II   *Louisville, KY*

- Facilitate collaboration and communication between IT development & support teams during new application/feature releases to mitigate outages & customer impact
- Monitor operation objective of top 50 applications to reduce incidents, impact, and resolution time
- Restructured process between Splunk development and production teams resulting in improved performance & faster time to delivery
- Trained & mentored team of interns developing a full stack web application used to track change orders throughout Humana's production environment

BI Engineer Intern   **August 2018 – May 2019**

- Developed IBM Watson call dashboard in Splunk to track reasoning behind dropped or re-routed calls from customers to facilitate root cause analysis and improve customer experience
- Analyzed business needs and translated those into requirements, design specifications, and solutions
- Technology Stack: Splunk, Tableau

Software Engineer Intern   **May 2018 – August 2019**

- 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 using NLP
  - Responsible for architecting database solution and front end development
- Facilitated daily stand-up meetings as Scrum Master in agile development environment
- Technology Stack: Vue.js, Node.js, Python, SQL, Git, TFS

LG&E KU   **Jan 2017 – Apr 2018**
Application Engineering Intern   *Louisville, KY*

- 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

SKILLS & CERTIFICATIONS

- **Skills:** Azure DevOps, C#, CSS, Git, HTML, JavaScript, .NET, Oracle, PowerBI, Python (Numpy, Pandas), Splunk, SQL, Microsoft Visio, Vue.js
- **Certifications:** AZ-900 (Azure Fundamentals), Dataquest.io Python for Data Science - Intermediate