

# TRAVIS HUGHES

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## Technical Solutions Architect & Developer

Technology Frameworks • Software & Application Development • Programming Languages

Technical solutions architect with expertise in software and application development, including database management and modern web applications and services. Expert at solving complex customer challenges through full project lifecycle management. Knowledgeable in application frameworks and programming languages, analytical reporting tools, and data visualization.

- **Areas of Expertise:** Project Management, Software as a Service (SaaS), Business Analysis, Software Development Life Cycle (SDLC), Technical Product Management, Agile Methodologies, Full Stack Web Development
- **Technical Skills:** HTML5, CSS3, Bootstrap, JavaScript, jQuery, Node.js, Express.js, MySQL, PostgreSQL, MongoDB, Liquid, React.js, Git, Heroku, Python, Discourse, Screensteps, Camtasia, Postman, Datadog, AWS Services

## PROFESSIONAL EXPERIENCE

### **Implementation Analyst – INFINITUS SYSTEMS, INC.,** Remote (Jul. 2023 – Sept. 2023)

A Healthcare AI platform providing health care companies and insurers with digital assistance for making calls

Provide a main point of contact for customers during their implementation process, and develop a standard testing protocol for the team to provide customers

- **Guided multiple customers through their implementation goals**, giving feedback on best practices and defining use cases and procedures
- **Built new testing frameworks and methodologies**, implemented for use with customers, streamlining UAT and QA in order to recognize revenue on projects earlier

### **Implementation Specialist – BETTERCLOUD, INC.,** Remote (Apr. 2022 – Dec. 2022)

A SaaS Operations Management platform for IT teams to define, remediate, and enforce policies for SaaS applications

Provide technical expertise for customers implementing BetterCloud's SaaS management solution across a wide array of industries and knowledge levels. Develop solutions for user lifecycle management, SaaS security, and exposing shadow IT in various organizations.

- **Assisted multiple clients in deploying their BetterCloud instance** while instructing them on current IT best practices in data security and user management
- **Hosted client requirements calls** and built complex requirements documents based on client's internal systems to make sure that their implementation aligned with current and future needs
- **Built proof of concept solutions** for clients that had needs outside of the platform's current abilities, allowing for seamless transitions from prior solutions

### **Senior Solutions Architect – ONIT, INC.,** Remote (Nov. 2017 – Apr. 2022)

Leading SaaS platform delivering process automation tools for Fortune 500 companies.

Manage global implementation partners and Fortune 500 technology client development teams across concept, software implementation, and enterprise-grade solutions in Onit Apptitude platform. Deliver scalable and efficient business process solutions for globally distributed legal operations teams. Member of Performance Optimization Team.

- **Conducted dozens of training sessions for partners, clients, and employees** in developing custom solutions within the Apptitude platform. Created training materials and programs to develop, test, and deploy solutions.
- **Pioneered creation of company's forum, a resource for sharing point solutions** in the product between employees, implementation partners, and clients. Led weekly calls with implementation partners to solve issues
- **Built multiple tools for tracking and reporting on active projects**, including methods for managing tickets, project milestones, and tracking certifications for employees, partners, and clients, as well as analyzing information for team.

## EDUCATION & TRAINING

**B.S., Computer Science** – The University of Colorado at Boulder (current student, expected graduation Fall 2025)

**AWS Certified Cloud Practitioner** – AWS (2022)

**Okta Certified Professional** – Okta (2022)

**Full Stack Web Development Certificate, The Houston Coding Boot Camp** – The University of Texas at Austin (2017)

**B.A., Anthropology (Minor in Psychology)** – The University of Texas at Austin (2013)