

# Heather Shultz

601-521-3514 • theheatherloop@gmail.com • <https://www.linkedin.com/in/theheatherloop/>

## SUMMARY

Full-stack application developer with hands-on experience in fault management automation, SQL optimization, and web development within the telecom industry. Seeking a full-time position where I can contribute to impactful projects, grow my technical skills, and support the development of efficient, scalable systems.

## EDUCATION

**B.A.S – Internet & Web Development** May 2026  
Arizona State University, Tempe, AZ 3.22 GPA  
Dean's List – Spring 2025

**A.A.S – Software Engineering Technology** December 2023  
Hinds Community College, Raymond, MS 3.5 GPA  
Dean's List – Fall 2023

**A.A.S – Computer Programming Technology** December 2023  
Hinds Community College, Raymond, MS 3.5 GPA

## TECHNICAL SKILLS

**Programming Languages:** Java, JavaScript, Python, C/C++, C#

**Front-End:** HTML, CSS, React.js, Bootstrap, JSON

**Tools and Platforms:** Git, ServiceNow, Jira, Teoco Helix Suite, Web Intelligence (WebI) Report, Linux/Unix, PowerShell

**Databases:** SSMS, Oracle SQL

**Design:** Figma, Adobe Illustrator, Adobe InDesign, Balsamiq

## PROFESSIONAL EXPERIENCE

**C Spire, Ridgeland, MS: Application Developer I** December 2023 – July 2025

- Designed and deployed 8+ alarm integrations to onboard new devices and improve network monitoring.
- Built correlation rules in Java to reduce NOCC alert fatigue and streamline alarm flow.
- Diagnosed and resolved production issues through root cause analysis and long-term fixes.
- Created Webi reports to visualize alarm data and support faster incident response.
- Managed Reject Alarm Rules to handle exceptions and reduce false positives.
- Performed QA on alarm flows, enrichment logic, and test cases to ensure reliable deployments.

**TEKsystems, Ridgeland, MS: Application Developer** January 2023 – December 2023

- Converted from contractor to full-time hire after consistently delivering high-quality work in fault management and internal tooling.

**Prosper I.T. Consulting, Portland, OR: Software Developer Intern** May 2022 – July 2022

- ASP.NET MVC (C#):** Built full-stack web app in a team of 8 using Azure DevOps, Git, Bootstrap 4, and Entity Framework. Led development of production module and styled UI to client specs.
- Python:** Developed Django app with SQLite in a team of 3. Built console apps like a phone book and a Tkinter file transfer tool using psutil.
- SQL Server:** Designed and built a relational database for an industrial inventory system.