

Heather Shultz

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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 Arizona State University, Tempe, AZ Dean's List – Spring 2025	May 2026 3.22 GPA
A.A.S – Software Engineering Technology Hinds Community College, Raymond, MS Dean's List – Fall 2023	December 2023 3.5 GPA
A.A.S – Computer Programming Technology Hinds Community College, Raymond, MS	December 2023 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
<ul style="list-style-type: none">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
<ul style="list-style-type: none">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
<ul style="list-style-type: none">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.	