

AMY DIXON

amysha.dixon@gmail.com | <https://amyshadixon.com/>

OVERVIEW

Former Blizzard Software Engineer, enthusiastic about game, web, and software development, looking to work in a collaborative and cross-functional environment that fosters learning and opportunity for growth

SKILLS

Analytical | Creative | Coordinated | Perceptive | Service-oriented | Resourceful | Solutionist

EXPERIENCE

Blizzard Entertainment | Remote

Software Engineer | November 2022 – January 2024

- ◆ Employ Python to establish and maintain application API connections for data processing and manipulation
 - Retained a continuously expanding knowledge of hardware components for data point identification
 - Suggested AWS features for all pipelines, improving the efficiency of continuous integration
- ◆ Note infrastructure, process, and code alterations for system documentation
 - Introduced a code comment model for each core class and object for data collection
 - Recorded and charted data flow throughout the application structure for easy companywide access
- ◆ Manage application bugs and general functionality disintegration
 - Monitored and repaired a minimum of 75% of all weekly code and network failures
 - Bolstered cross-team cohesion with daily communication, coordination, and peer guidance

Symetra | Remote

Associate Software Developer | May 2020 – November 2022

- ◆ Apply Typescript, HTML, and CSS to fulfill new features and update pre-existing Angular components
 - Produced component cards for clients and agents to manage individualized retirement statistics
 - Reduced Symetra.com data ambiguities with bespoke alerts, tooltips, and flags
- ◆ Utilize JavaScript and C# to maintain legacy code for agent portals and SharePoint document libraries
 - Constructed up-to-date functionalities to reduce employee upload errors and mistakes
 - Introduced Microsoft Power Automate workflows to simplify the document approval process
- ◆ Operate SNOW ticket on-call administration for the Symetra.com production environment
 - Enhanced team on-call support documentation for a 25% increase in client issue coverage
 - Isolated and investigated retirement policy errors with Kibana

IT Intern/IT Security Intern | June 2019 – February 2020

- ◆ Use SQL to parse, test, and display data for new implementation processes and reporting
 - Contributed to the creation and improvement of XML code for cleaner call center data storage
 - Enhanced efficiency of software installation reports with SQL query refactorization and revision
- ◆ Test responsiveness of website portals and update HTML/JavaScript code
 - Optimized web page responsiveness through both CSS and JavaScript
 - Edited JSP files for syntax errors to reduce bugs and user interface malfunctions
- ◆ Generate and streamline documentation for select SQL databases and resource group administration
 - Mapped and logged call center databases to improve call flow tracking
 - Created SharePoint webpage and resources for the newly established AAAC employee resource group

Funko | Everett, WA

Associate IT Analyst | February 2020 – April 2020

- ◆ Prepare department technical inventory and budget reports
 - Used PowerPoint and Report Builder to present general employee budget and technology reservations
 - Worked in association with IT Security and department directors to pinpoint databank gaps
- ◆ Engage in cross-division seminars to design and execute new strategies for IT flow and organization
 - Recommended proposal for a complete employee database to resolve any further inconsistencies
- ◆ Log, categorize, and prep software installation plans for cross-company orientations
 - Utilized Excel and Power BI to construct a database of all employee software requirements
 - Remained in collaboration with HR to document employee departures and admissions

EDUCATION

Clover Park Technical College
Associate of Applied Technology

- ◆ Major in Computer Programming
- ◆ Specialization in C# and Java

Western Washington University
Bachelor of Arts

- ◆ Major in Psychology
- ◆ Enhanced comprehension of research methodology and application

CERTIFICATES

.NET Developer Certification
Clover Park Technical College

- ◆ A certification encompassing .NET MVC and .NET Core Applications

COMPETENCIES

JavaScript | HTML | Python | CSS | C# | TypeScript | .NET | Angular | Blazor | SQL | NoSQL | Java | C++ | React |
ADO | AWS | GCP | Git | Visual Studio | Data Analytics | Project Management | Release Management | Unreal