

# PRISCILLA HARRIS

## Software Engineer

### Summary

Software Engineer and Veteran with a Secret Clearance. Leader with 7 years of driving customer support, global collaboration, IT initiatives, and delivering projects on time, exceeding expectations. Aspiring to a Software Engineering role that makes an impact on customers, build relationships, and collaborate with dynamic teams. Known as an avid life learner and advocate for diversity & inclusion.

### Technical Skills

- C # / ASP.NET MVC
- Python
- Transact - SQL
- HTML 5 / CSS
- Azure Cloud Services
- GitHub / Git
- Visual Studio
- SQL Server

### Certifications

"Microsoft Certified Professional"  
Azure Fundamentals (AZ-900)

"Microsoft Technology Associate"  
Software Development (98-361)

### Contact Information

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**GitHub:**  
<http://github.com/peaharris>

### Experience

#### Cloud App. Developer, Microsoft, *Colorado Springs, CO*

**Mar 2020 – Aug 2020**

Executing Object-Oriented Design, Computer Programming Languages, Cloud Computing, Full - Stack Development, and full Software Development Life Cycle (SDLC). Solid understanding of Algorithms, Data Structures, Cloud Architecture, Databases, during the Microsoft Apprenticeship.

- Creating 5 scalable solutions in .NET, using Entity Framework, agile methodologies & unit testing.
- Collaborating 9-man team, solving problems with Azure cloud using pair programming & TDD.
- Delivering responsive web apps, reviewing code with testing, troubleshooting, & debugging skills.
- Designing architecture, flowcharts to identify requirements that affect performance & experience.
- Building ~100 datasets with SQL Server, Azure services, creating queries for stored procedures.

#### *Software Projects include:*

- Deploying, maintaining Healthy PUP, a web app that enables users to record all aspects of their fur baby's life, allows for early detection of health issues & how new foods can impact your pet.
- Developing scalable solutions for General Dynamics in a committed 4-man team environment.
- Building 2D platformer microgame in Unity3D, using creative mods to adjust gaming experience.

#### Program Manager, USAF, *United Kingdom*

**Jun 2017 – Dec 2019**

Directed an 8-person customer support team for 35,000 clients and 108 staff. Led helpdesk operations, client relations, managed big data processing, presented research findings to managers.

- Global collaboration on 5 improvements, adopted new technologies, saved +300 hrs and \$13.7K.
- Increased customer satisfaction by 12%, leveraged customer feedback secured 99% satisfaction.
- Facilitated 6 global seminars, influence reached 83 cross-functional FTEs, built network relations.
- Patient Safety Director; led 3 FTEs, streamlined 7 processes, fixed 312 infractions. Presented research analysis to executives, headquarters, won Europe's #1 Patient Safety Program of the Yr.

#### Technical Project Lead, USAF, *United Kingdom*

**Jul 2015 – Jun 2017**

Led operations and technical support for satellite center leading 15 staff and 4,000 customers. Ensured operational software, and equipment for successful client interactions. Received multiple awards for process improvement.

- Generated \$3.2M revenue at 70% staffing; mitigated manning gap, integrated new technologies.
- Drove issue detection, cross-functional teamwork with 7 projects, positive systems onboarding.
- Developed 4-month plan for systems failure during high intensity, short-notice, global operations & during normal ops, fast-learner led proficient teamwork, ensured zero disruptions in services.

#### Executive Assistant, USAF, *Langley AFB, VA*

**Aug 2013 – Jul 2015**

### Education

**Embry-Riddle University**, Cert. Cloud App. Dev., Dean's List, Speaker, GPA: 4.0 **Jul 2020**

**Harvard Business School**, Cert. Financial Accounting **May 2019**

**University of Maryland, UMUC**, B.Sc. Psych., Dean's List, GPA: 3.757 **Dec 2018**

**Air Force College**, Leadership School, A.A.S., Dean's List **Feb 2017**

### Volunteer

#### Instructor, Cloud Application Development Prep Course

**Jul 2020**

Built, delivered technical instructions to prepare 7 aspiring software developers for entry exam.

#### Chair Member, Diversity and Inclusions Committee

**Jan 2016 – Nov 2019**

Led 11 staff, coordinated with 9 orgs for the Diversity & Inclusion events, which celebrated & educated intercultural heritage awareness, and pride in diversity for over 3,000 individuals.