

# Bernice Abreu

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Senior Full Stack Developer

## Skills

### Programming Languages, Libraries, and Frameworks

ReactJS, React Native, Node, Javascript, Typescript, AngularJS, Angular, HTML, CSS, SCSS, Express, SQL, Python3

### DevOps

NPM, Git, Gitlab, GitHub, uDeploy, Octodeploy, Jenkins

### Database

PostgreSQL, Oracle SQL Developer, MySQL

### Testing

Jasmine, Mocha, Chai, Karma

### Operating Systems

Windows, OSX

### Agile Softwares

Rally, Jira

### Spoken Languages

English • Native/Bilingual  
Spanish • Native/Bilingual

## Certifications

### Technology in Leadership

Cornell, 2019

### Intro to Python

Coursera, 2021

### Data Analysis using Python

Coursera, 2021

### Watson Discovery Foundations

IBM, 2021

## Interesting Facts

- Been doing CrossFit since 2017, competing in local competitions
- Ran the 50th NYC Marathon in Nov 2021

## Education

### Fullstack Academy of Code

Web Development Fellowship

New York, NY • July 2018

17-week Full Stack Bootcamp

### Carnegie Mellon University

Pittsburgh, PA • May 2016

BS in Decision Science

Additional in Policy & Management

## Work Experience

**Brillio**, New York, NY (Remote) - August 2018 thru present

### Senior Full Stack Developer (Aetna) • January 2023 thru present

- Program virtual bot that was the initial entryway to a top healthcare company's interactive automated telephone system, channeling incoming customer calls into appropriate representatives
- Write scalable, efficient, clean, easily maintainable, high quality code
- Build out a naturally seamless conversation flow, complete with calling out to numerous APIs to verify and authenticate incoming user data and transferring to appropriate numbers
- Work in an agile environment in conjunction with numerous other full stack, front-end, and back-end developers across 3 different internal teams
- Perform code and design reviews, collaborating with UX/UI designers and the client to ensure a user friendly and adaptive voice assistant

### Senior Full Stack Developer (Title Midwest) • August 2022 thru December 2022

- Singular full stack developer that deployed attractive and intuitive customer solutions for a title company using Javascript, Typescript, Angular, Express, and NodeJS (MEAN stack)
- Implemented full stack features such as an interactive user dashboard that managed and automated employees' records and workflow, along with a document management system, demoing deliverables to users biweekly
- Transformed business asks into a stable, well documented, and tested application
- Migrated the company's manual processes to a fully automated, high performing application

### Senior Full Stack Developer (CVS Health) • April 2021 thru August 2022

- Built a voice experience conversational AI experience for a leading healthcare company, developing robust and sustainable business logic and processes in a team of 3
- Integrated the bot for 6 different business units to handle COVID FAQ related questions
- Evaluated code through code reviews, challenging ideas to ensure efficient solutions
- Added both agent transfer and text messaging capabilities to bot
- Overall bot handled 44.7M calls and 66% of those calls were contained
- Built a CI/CD process to deploy Watson assistant skills across instances with GitHub
- Helped reporting team extract conversational logs to provide insight to business
- Worked closely with UX/UI designers and front-end developers to ensure a functional design

### Technical Project Lead (Cigna) • March 2019 thru April 2021

- Key developer on a multi-year initiative for a leading healthcare giant, providing an end-to-end system to internally automate the process of healthcare provider demographics
- Internal owner of meeting sprint delivery objectives and goals set by client leadership, project owner, and scrum master
- Designed and developed over 60 new features and enhancements to application, including integrating RPA and Blue Prism methodologies, MEAN stack, Jenkins, uDeploy, Git, and Gitlab
- Verified user story acceptance criteria and estimated 280+ hours of work every sprint, along with demoing new features to 50+ application users and client project owners biweekly

### Junior Full Stack Developer (Cigna) • August 2018 thru March 2019

- Architected, engineered, and deployed customer solutions for a leading healthcare giant using Javascript, Typescript, Angular, Express, and NodeJS (MEAN stack)
- Implemented full stack features such as an automated dashboard and a provider management system managing the clients' records update workflow, demoing deliverables to 50+ customers and application users biweekly
- Designed and implemented new features and components in AngularJS, later seamlessly migrating the full application to Angular without disrupting deliverables

**Swiss Re**, Armonk, NY - February 2017 thru August 2017

### Behavioral Research Analyst

- Quickly built rapport with over 20 life and health insurers in Latin America, the US, and Canada by significantly improving the accuracy of risk behavior using behavioral economics and A/B testing.
- Analyzed and handled confidential consumer data, and subsequently designed trials combining results from data and behavioral interventions for specified pain points from each individual insurer.