

## Professional Experience

### Senior IT Systems Programmer

Hastings Mutual Insurance Company, Grand Rapids, MI | August 2017 - Present

- Mentor interns and new hires and contribute to the company's professional development program, receiving positive feedback 4x for employee education
- Act as an escalation point for the most challenging hardware and software errors, troubleshooting 92% of issues within 6 hours
- Identify potential security risks and devise system updates to safeguard confidential data
- Manage a team of up to 6 programmers to coordinate projects, earning a shortlisting for a Women in Technology Annual Leadership Award in 2020

### Programmer

Challenge Manufacturing, Grand Rapids, MI | June 2013 - August 2017

- Collaborated with colleagues to generate effective sampling protocols and regularly evaluate and report system performance, receiving praise 6x for teamwork
- Efficiently identified 99.8% of coding errors and applied problem-solving skills to create effective solutions
- Responded rapidly to evolving briefs under tight time pressure, delivering 98.5% of target outcomes by the set deadlines
- Actively sought ongoing professional development and maintained an expert knowledge of emerging programming technologies

## Education

### Bachelor of Science in Computer Science

Grand Valley State University, Allendale, MI | September 2007 - June 2011

### Master of Science in Computer Science and Engineering

University Of Michigan, Ann Arbor, MI | September 2011 - June 2013

# Lucille Webster

345 Main Road, Grand Rapids, MI 75319  
l.webster@myemail.com  
(753) 357-7531

Seasoned IT systems programmer with 8 years of experience developing and testing IT systems and 3+ years in a senior position. Organized and inspiring leader with an advanced aptitude for strategic planning and employee development. Strong problem-solving ability and an established reputation for troubleshooting complex programming errors.

## Key Skills

- Teamwork
- Time management
- Efficiency
- Problem-solving
- Microsoft LAN