

Courtney J Ingersoll

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WORK EXPERIENCE

SPROUT SOCIAL

REMOTE

JAN 2022 - PRESENT

SENIOR SOFTWARE ENGINEER

- Back-end engineer for SaaS social media management application, developing application-wide tools and workflows.
- Handled notification delivery to users via email, phone, in-app, etc. as well as managing in-app team conversation tools.
- Developed microservices using Java 11, Java 17, Dropwizard Framework, Maven, MySQL, Kubernetes, Redis, NSQ, JUnit4, JUnit5, and Python. Integrated with AWS (CloudWatch, ELK, SES), Datadog, Sentry, and Mandrill Mailchimp.

MAJOR PROJECTS

- Configurations Cache – Identified the need for a Redis cache to store configuration data and executed development. Upon completion, service request speed improved significantly – p50 by 300%, p75 by 200%, and p99 by 25%.
- High Availability – Introduced multiple sets of worker threadpools and delivery queues within a microservice so that incoming requests could be responded to promptly, without waiting on third-party notification integrations.
- JDK17 and JUnit5 Upgrade – Drove microservice upgrade to move from JDK11 to JDK17, managing dependency upgrades and retirement as needed. Continued by upgrading services from JUnit4 to JUnit5 framework for unit tests.

JPMORGAN CHASE & Co. | CIB, MERCHANT SERVICES, HELIX PROJECT

CHICAGO, IL & REMOTE

FEB 2021 - NOV 2021

MAR 2020 - JAN 2021

NOV 2019 - FEB 2020

SENIOR SOFTWARE ENGINEER

ASSOCIATE SOFTWARE ENGINEER

SOFTWARE ENGINEER CONSULTANT

- Back-end engineer for new high throughput payment processing system, Helix, specializing in transaction funding.
- Developed microservices using Java 8, Spring Framework, Maven, Reactive Java, Cassandra (NoSQL), Cloud Foundry, Kafka, Cucumber, Mockito, Swagger (Rest APIs), IntelliJ, and integrating with AWS IAM roles and S3 storage.

MAJOR PROJECTS

- Service Fees Engine – Lead the architectural design for asynchronously processing transactions and applying applicable service fees. Then lead development of the design in Reactive Java, interfacing with Kafka and Cassandra.
- Advanced Fees – Took over a project behind-schedule tasked with adding minimum fees and ranged fees. Updated database architecture and refactored the core engine, bringing the project back on schedule and delivered on time.
- Funding Adjustments – Built new features allowing asynchronous movement of funds between merchant and virtual accounts. Communicated feature deliverables with product owners and integrated functionality with other teams.

EPIC SYSTEMS

VERONA, WI

JUL 2014 - APR 2019

SOFTWARE DEVELOPER

- Full-stack developer for the oncology application, specializing in core chemotherapy treatment, advanced dosing, cancer staging, research billing, and user-interface design across treatment tools and clinical workflows.
- Lead developer of eight projects utilizing Visual Basic 6, Caché, XML, CSS, and Chronicles (NoSQL).
- Lead coordinator for customer on-site visits, developer education events, and new hire onboarding and mentorship.

MAJOR PROJECTS

- Multi-Line Sigs – Updated the chemotherapy dosing engine to allow doses to taper, ramp, or alternate. Required extensive changes to data structures, updated UI elements, and cross-team integration.
- AUC Dosing for SOGI Patients – Introduced sex coefficient to chemotherapy formulas, and overhauled system warnings and dosing guardrails to improve patient safety. Communicated regularly with non-developer roles.
- Research Charging Integration – Overhauled staging forms to support AJCC 8th Edition release, developed a web service for data exporting to third-party applications, and worked with international customers to enhance content.

TECHNICAL SKILLS

- Programming Languages: Java 8, Java 11, Java 17, Python, Visual Basic, Caché, XML, CSS, VB.Net, C#, TypeScript, JavaScript
- Developed with: Spring Framework, Dropwizard Framework, Maven, Kubernetes, Cloud Foundry, Kafka, NoSQL, MySQL, Redis, Datadog, Sentry, Reactive, Rest API, Cucumber, Mockito, AWS – SES, CloudWatch, ELK, IAM
- Workflow involved: Agile, Scrum, CI/CD, IntelliJ, DataGrip, PyCharm, TDD, BDD, GitHub, Bitbucket, Jira

EDUCATION | UNIVERSITY OF NEBRASKA – LINCOLN

- Bachelor of Science - Computer Engineering Graduated May 2014
- Bachelor of Science - Electrical Engineering GPA: 3.867

INTERESTS - Twitch streaming, sewing, baking, interior design, coffee, cats, video games, robotics, music, gardening, drawing