

# KELLY CASTAÑOS

## Software Engineer

### CONTACT

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### FRONT-END

HTML5, CSS, Javascript &  
Web accessibility

### BACK-END

Node.js, Express.js,  
React, MongoDB,  
Json & Api's

### SKILLS & PROFICIENCIES

Native English  
Fluent Spanish

HDI Support Center Analyst  
Certified

CRM Intranet Quorum (IQ)  
technologies

### EDUCATION

Year Up | Mar 2019 - Jan 2020  
*Business Operations*

CCRI | Anticipated Finish 2025  
*General Studies*

### WORK EXPERIENCE

#### ASSOCIATE FULL STACK DEVELOPER

*Neighborhood Health Plan RI | August 2022 - present*

- Develop, support and maintain website related operations for Members and Providers.
- Content management on company website using agile methodology to ensure up to 218,000+ members and 1,800+ providers are always up to date with product and other information
- Support in the resolution of 508 issues to maintain an accessible website for all users. Assisted in bringing the site up to the standard benchmark of accessibility
- Maintain and implement automation across the organization to help with quality and productivity across teams and drive operational efficiency. Using tools such as: RPA, MapForce and ActiveBatch
- Improve in-house application accuracy by translating LINQ SQL Queries into C#
- Worked closely with business to write Technical Requirement Documents to give a clear blueprint to Software Developers on expectations

#### SOFTWARE ENGINEER

*Resilient Coders | March 2022 - July 2022*

- Designed and built individually and in teams web applications with front-end and back-end development
- Built fully interactive websites with responsiveness to ensure users on all platforms can access
- Deployed projects onto Github to maintain repositories updated and accessible
- Projects Include:
  - Working with a local gym to build their website to highlight facilities and integrating with a scheduling system so that clients can book appointments with their personal trainers
  - Coaching App to help soccer coaches stream their sign up process and for parents to keep up with announcement

#### CONSTITUENT SERVICES REPRESENTATIVE

*RI Office of the Governor G. Raimondo | Jul 2019 - Mar 2022*

- Operated an "IQ" system to input any incoming request for assistance which would keep constituents cases and files up to date for more accurate aid
- Acted as a liaison and case manager between citizens and state agencies, managing 60+ cases per day