

Robin Kelsick II

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Summary:

Bootcamp graduate with hands-on experience building web applications using React, Node.js, and API development. Proven ability to troubleshoot, manage databases, and provide technical support across various industries. Passionate about expanding technical skills and collaborating with multidisciplinary teams to solve real-world problems.

Skills

Web Development: React, Next.js, Tailwind, Express, Node.js, Django

Database & API: SQL (SSMS, pgAdmin), MongoDB, API Testing (Swagger, Postman)

Programming Languages: JavaScript, Python, C#, PHP

Version Control: Git

Work Experience

IS Support Specialist

University of Kentucky | Lexington, KY | Feb 2024 – Dec 2024

- Provided support to social workers and mental health professionals addressing various issues, including financial queries, login challenges, and certification discrepancies.
- Ensured all users had up-to-date certifications by auditing records and explaining system processes to users with clarity and patience.
- Routed unresolved queries to appropriate departments, ensuring efficient resolution for complex issues.
- Collaborated with a multidisciplinary team of support staff, mental health professionals, and educators to improve workflows, achieving a response rate of under 24 hours.
- Simplified processes for users with low computer literacy, reducing support requests by 20%.
- Created engaging social media shorts to highlight the organization's innovative culture and its contributions to the mental health field.

Mentor (Volunteer)

Code Kentucky | Louisville, KY | Jul 2023 – Present

- Leveraged personal Bootcamp experience to inspire and guide aspiring developers, demonstrating that success in tech is achievable through dedication and practice.
- Conducted personalized sessions tailored to mentees' specific questions and challenges, fostering a supportive and collaborative learning environment.
- Reviewed mentees' work, provided constructive feedback, and prepared them for job showcases to highlight their skills and projects.
- Focused on building mentees' confidence, encouraging them to tackle technical challenges and present themselves professionally in front of industry professionals.

CMS Help Desk

Sparksoft Corporation | Remote | May 2023 – February 2024

- Managed high call volumes, often exceeding 100 calls per day, assisting insurance agents with issues related to selling insurance in the marketplace, including login problems and eligibility to sell.
- Handled Tier 1 inquiries efficiently, escalating complex cases to appropriate departments for resolution while maintaining a professional and empathetic approach.
- Delivered exceptional customer service, ensuring seamless transitions for clients in high-pressure environments, ensuring clear communication and problem resolution.
- Collaborated with government programs such as Medicaid and private insurance providers like Blue Cross Blue Shield and United Healthcare, facilitating seamless communication and support for both agents and consumers.
- Went above and beyond, exemplified by assisting a client with securing health coverage for her husband through active listening and personalized guidance before transferring her to the appropriate team.

Data Integration Support Specialist

Bitwerx | Lexington, KY | Dec 2021 – Apr 2023

- Assisted software developers in supporting data conversion software used for transitioning veterinary data between PIMS (Practice Information Management Systems), ensuring consistent user and pet data retention despite structural changes.
- Applied expert-level SQL knowledge to manage and query complex databases, and demonstrated a working understanding of C# and Linq for assisting in the development and execution of data conversion processes.
- Worked with database connections and occasionally performed data conversions using conversion tools.
- Collaborated cross-functionally with veterinary clinics, internal teams, software developers, IT professionals, and a dedicated team responsible for mapping out data structure names.
- Maintained a strong attention to detail and technical proficiency while troubleshooting and resolving data conversion issues.
- Created and managed tickets for data conversion issues, working directly with PIMS companies to ensure proper training and the successful resolution of issues.
- Assisted in the creation of documentation for training and troubleshooting procedures, ensuring smooth transitions for client PIMS migrations.

Education

Awesome Inc Full Stack Web Development Boot Camp

August 2021 - December 2021

- Completed an intensive full-stack web development boot camp, gaining proficiency in technologies such as JavaScript, React, Node.js, Express,

MongoDB, and Python, along with hands-on experience building web applications.

- Gained hands-on experience working on individual and group projects, including building web applications and developing programming solutions.
- Developed a foundational understanding of software development practices, including version control (Git), debugging, and problem-solving techniques.
- Focused on learning to create clean, maintainable code and participating in peer reviews for code quality improvement.

Eastern Kentucky University

August 2015 - December 2019

- Completed 90 credit hours of coursework in Psychology, focusing on key areas such as cognitive psychology, behavioral psychology, research methods, and human development.
- Gained a strong understanding of psychological theories, research methodologies, and statistical analysis techniques.
- Developed critical thinking, problem-solving, and communication skills through coursework and research projects.