

# Kristoff A. Robinson

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## SKILLS

**Programming Languages:** JavaScript, Python, HTML/CSS, Java

**Frameworks/Libraries:** React.js, Node.js, Express.js, Bootstrap, Ansible, Next.js

**Tools:** Visual Studio Code, GitHub/Git

## EXPERIENCE

**Cigna - Bloomfield, CT**

### **Software Engineer**

*Jan 2021 – Present*

- Implemented Kubernetes cluster monitoring and alerting with Prometheus on my team's DevOps pipeline.
- Created a static code analysis tool to examine how the number of import statements affects the performance of various Python applications and documented the findings for research.

### **Application Development Specialist**

*Jan 2019 – Jan 2021*

- Provided 1000+ Customer Services Agents with a single-page app built with React.js and Node.js that enabled them to diagnose services issues faster and reduce their workload by 40%.
- Created a solution using React.js and Node.js that provided minute-to-minute data on which U.S. Internet Service Providers were having outages in major cities and saved my organization \$10,000 per year.
- Cut the workload of 8 agile teams in half by creating an automated solution using Ansible, which automatically tracked and assigned service tickets and created tasks, features, and user stories. Later reduced run times by 98% through refactoring in Python.
- Created an automated solution with Python that uploaded several million customer reviews to a third-party vendor to obtain sentiment analysis data.
- Developed a Java automation for a team member that allowed them to retrieve several years of historical SMS data from Twilio.
- Provided team leads and scrum masters with a customized dashboard of their team's feature and user story analytics built with JavaScript and Node-RED.

### **Application Developer Intern**

*Jan 2018 – Dec 2018*

- Implemented a speech navigation feature, trained on a 600,000-word dataset with a Recurrent Neural Network, for the myCigna app that assisted users after a complete UI redesign.
- Created the mobile UI using Flutter for a meal planning app, and implemented Google Maps functionality for locating grocery stores as part of Cigna's Summer Innovations Project.

## EDUCATION

**Eastern Connecticut State University - Willimantic, CT**

**B.Sc. Computer Science, 2019**

**Awards:** Dean's List (x2), Academic Excellence Scholarship

## NOTABLE ACHIEVEMENTS

- Selected for the 2020-2021 TECDP Lead Team - Branding Co-Lead
- 2nd in Cigna All-IT Code-a-Thon (2020)
- 1st in the 2018 Summer Innovations Project