

Aaron Elam

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Experience

NICE

May 2023 - Present

Software Engineer - Full-stack

- Developed a customer and internal diagnostic tab for monitoring call server health and individual call status, greatly assisting during times of load
- Integrated a security testing suite into our application build process to efficiently identify potential vulnerabilities
- Made numerous user experience improvements to a customer-facing portal that serves all call monitoring

NICE

Jan 2022 - May 2023

Software Engineer - Back-end

- Successfully troubleshooted and resolved issues with the call recording system, improving reliability for clients
- Enhanced the computer telephony integration (CTI) platform by developing new call routing features, boosting client call handling efficiency
- Assisted with the testing and debugging of new and existing features, ensuring the quality and stability of the CTI platform
- Managed a real-time audio and video streaming project, ensuring instant multimedia content access for major clients through a portal
- Replaced an internal logging system to enable centralized search and visualization of logs using Kibana
- Conducted user testing and received positive feedback on the improved logging system
- Trained relevant teams on the use of the new logging system, ensuring a smooth transition to the improved process

Education

Bachelor's of Science in Computer Science

May 2021

Texas State University

- Minor in Applied Mathematics
- Dean's List
- EXE Computer Science Club, TXST Esports Team

Technical Skills

Languages C#, C++, JavaScript, PHP

Tools GNU/Linux CLI, Git