

Stefan Diklic

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PROFILE SUMMARY

Detail-oriented full-stack software Analyst with a robust background in software engineering and a versatile skill set spanning application, IT, and systems analysis. Proficient in bridging technical and operational gaps to ensure seamless system functionality and optimized application performance. Adept at analyzing, troubleshooting, and supporting critical software applications, with a proven track record of enhancing system efficiency and minimizing downtime. Strong experience in collaborating with cross-functional teams at every stage in the Software Development Lifecycle, conducting Quality Assurance (QA) and UAT testing, implementing production software releases, and maintaining technical documentation. Committed to ensuring seamless operations, optimizing system performance, and providing comprehensive support across diverse environments.

EXPERIENCE

Software Engineering Analyst | Blue Cross of Idaho – Meridian, ID May 2023 – Present

- Enhanced data integration processes, resulting in a 30% reduction in data retrieval time for internal applications.
- Analyze, design, and implement IT systems solutions to optimize business processes and meet evolving requirements.
- Monitor system performance issues, providing technical support and resolving application and infrastructure problems.
- Develop technical documentation for software architecture, ensuring alignment with standards and internal protocols.
- Streamlined CI/CD pipelines, achieving a 25% faster deployment cycle for critical software updates.
- Conducted comprehensive QA testing, reducing post-deployment defects by 40% through improved testing protocols.
- Support cross-functional teams by providing technical expertise and facilitating successful project execution.

Software Engineer Intern | MDU Resources Group – Boise, ID July 2021 – Dec 2022

- Executed full stack enhancements, resulting in a 15% improvement in system performance metrics.
- Developed business-facing ASP.NET web applications, enhancing system usability for over 1,000 internal employees.
- Implemented mobile-friendly updates to legacy applications, improving user experience and system responsiveness.
- Collaborated with development teams to modernize outdated fuel tracking systems, resulting in enhanced efficiency.
- Maintained large-scale codebases, ensuring consistent improvements and bug fixes across various software projects.

CORE COMPETENCIES

- Skilled in developing, troubleshooting, and enhancing applications for improved functionality
- Experienced in creating test case documentation and conducting QA and UAT testing
- Expertise in analyzing and optimizing systems, applications, and IT infrastructure to meet business needs
- Proficient in managing IT operations, ensuring seamless system performance, and troubleshooting issues
- Experience in optimizing CI/CD pipelines for efficient software deployment and reduced errors
- Expertise in identifying issues, analyzing data, and developing solutions to optimize system performance
- Well-versed in using tools and techniques to analyze data trends and generate actionable insights
- Experience in providing support to end-users, troubleshooting issues, and conducting training sessions
- Knowledge of integrating various systems and applications to streamline processes and improve efficiency

TECHNICAL SKILLS

Languages: SQL, Java, C# .NET, Python, JavaScript/HTML/CSS, TypeScript, Bash/Shell scripting

Frameworks: ASP.NET, Spring Boot, Bootstrap, jQuery

Databases: Snowflake, MySQL, SQL Server (MSSQL)

Cloud and DevOps Tools: AWS (EC2, S3, Lambda), Docker

Version Control and Collaboration: GitLab, Jira, Confluence, Bamboo, Jenkins, Git, Bitbucket, GitHub

Other Tools: ServiceNow, Microsoft Visio, Lucidchart, Postman, Auth0

Development Practices: Agile Development, Scrum, Kanban, Test-Driven Development (TDD), Quality Assurance (QA) Testing, User Acceptance Testing (UAT), Test Case Creation and Documentation, User Training & Support, System Testing & Analysis

EDUCATION

Bachelor of Science in Computer Science | Boise State University – Boise, ID

GPA: 3.9 | Dean's List with Highest Honors, Magna Cum Laude

CERTIFICATION

SnowPro Core Certification | Snowflake