

Paulina Crawford

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PROFESSIONAL SUMMARY

Conversion Engineer and Software Developer with 7+ years of experience in **data conversion, ETL workflows, and application development** across healthcare, finance, and government sectors. Strong expertise in **SQL, C#, Python, Excel** for transforming and validating complex datasets. Proven ability to maintain **data integrity, automate workflows, and leverage AI-assisted development** to improve efficiency and accuracy. Collaborative problem-solver with a track record of delivering high-quality solutions under tight deadlines.

SKILLS

Data & ETL: Data Conversion, Data Migration, ETL Workflows, Data Mapping, Data Validation, Data Integrity

Programming: C#, Python, SQL, JavaScript, jQuery, VB.NET, MVC, HTML, CSS, Bootstrap, AJAX, SharePoint, Java

Data Tools & Platforms: MS SQL Server (Advanced), Salesforce, Excel, Azure, AWS, GCP, Git, Jira, ServiceNow

Integration & Technologies: API Integrations, JSON, XML, Mendix (Certified)

Compliance & Security: HIPAA Compliance, PHI Data Handling

Automation & AI: AI-Assisted Development, GitHub Copilot, Claude Code, Workflow Automation, Anomaly Detection

WORK EXPERIENCE

Software Conversion Engineer | Bloomerang | Remote | October 2025 - Present

- Executed end-to-end **data conversions** into CRM systems, ensuring accuracy and data integrity across complex datasets
- Built **ETL workflows** using C#, SQL, Python, and Excel to transform, clean, and validate data
- Leveraged **GitHub Copilot and Claude Code** to accelerate conversion scripting, troubleshoot code, automate repetitive development tasks, and improve workflow efficiency
- Resolved **data mapping** issues and edge cases, documenting transformation logic for reuse
- Leveraged **Salesforce** for project management, ticket tracking, and coordination of data conversion workflows
- Improved workflows through **process optimization and automation**, increasing efficiency and reducing manual effort

Associate Quality Assurance Analyst | Patterson Technology | Remote | September 2023 - August 2025

- Led **data conversion** efforts from external systems, improving data accuracy and migration success
- Developed **SQL and Python** scripts for data cleanup, validation, and issue resolution
- Standardized QA processes, reducing onboarding time by **15%** and improving team efficiency
- Performed second-level QA reviews and assisted team members with SQL troubleshooting and issue resolution
- Ensured **HIPAA-compliant** handling of sensitive information and maintained data privacy standards
- Collaborated cross-functionally to support production delivery timelines and maintain high-quality releases

Full-Stack Software Developer | Health Information Management Systems | Phoenix, AZ | May 2023 - August 2023

- Built and enhanced enterprise healthcare applications using **C#, MVC, JavaScript, jQuery, and SQL Server**
- Developed and maintained application features supporting secure healthcare data processing workflows
- Applied **HIPAA-compliant development practices** to safeguard PHI and maintain regulatory compliance
- Collaborated with development and QA teams to troubleshoot issues and improve application functionality

Low-Code Software Developer / Sr Business Analyst | EPI-USE | Remote | April 2022 - March 2023

- Built custom business applications using **Mendix** with integrated APIs and automated workflows
- Integrated JavaScript and CSS into Mendix applications to improve UI/UX functionality
- Collaborated with Executives, Product Owners, and Scrum Masters to define technical and business requirements
- Created detailed documentation supporting application workflows, business logic, and system requirements

Application Developer and Analyst (Contractor) | Northrop Grumman | Chandler, AZ | January 2020 - February 2022

- Maintained and enhanced **SharePoint** sites, workflows, lists, and permissions supporting enterprise operations
- Developed internal tools and applications using **JavaScript, C#, HTML, CSS, and Bootstrap**
- Resolved application, server, and administrative issues to improve system reliability and performance
- Cleaned and analyzed large datasets to support operational reporting and business analysis
- Collaborated with government agencies including NASA and the U.S. Navy on mission-critical documentation and technical support

Programmer and Quality Assurance Analyst | U-Haul | Phoenix, AZ | February 2019 - November 2019

- Supported enterprise storage applications by resolving technical issues across internal and external systems
- Developed advanced **SQL** queries, stored procedures, views, and temp tables for troubleshooting and reporting
- Modified and maintained web applications using **C#, MVC, SQL Server, and JavaScript**
- Assisted with QA testing, issue tracking, and system validation to improve software reliability

Junior Web Developer (Contractor) | Global Mobility Solutions | Scottsdale, AZ | December 2018 - January 2019

- Updated and maintained web applications and databases using **HTML, CSS, JavaScript, VB.NET, AJAX, and SQL Server**
- Built **SQL** tables and stored procedures supporting internal business operations and reporting
- Designed and developed a budgeting tool to support client and internal financial planning workflows
- Assisted with testing, troubleshooting, and application enhancements based on stakeholder requirements
- Collaborated with team members to improve application usability and resolve technical issues efficiently

Quality Assurance Engineer, DevOps (Contractor) | American Express | Phoenix, AZ | May 2018 - November 2018

- Monitored enterprise systems and managed technical support tickets using **ServiceNow and Jira**
- Resolved software, network, and database issues to maintain application stability and performance
- Managed IBM DataPower services and supported system-level troubleshooting activities
- Assisted with root cause analysis and incident resolution for application and infrastructure issues
- Collaborated across technical teams to support system uptime and operational reliability

Apps Programmer / Systems Analyst II (Contractor) | Wells Fargo | Chandler, AZ | November 2016 - May 2018

- Supported enterprise banking applications using **Java, SQL, and XML**
- Analyzed logs and system data to identify bugs, performance bottlenecks, and operational issues
- Developed scripts and monitoring solutions to streamline operational workflows and improve system reliability
- Assisted with troubleshooting cashbox balance discrepancies through detailed system and data analysis
- Supported scheduling, monitoring, and automation processes for enterprise operational systems

EDUCATION

Mesa Community College | Mesa, AZ

Computer Information Systems | GPA: 3.8 | August 2014 - May 2016

- Completed a comprehensive 2-year academic program with a concentration in Web Development
- Graduated with Honors: cum laude