Samuel C. Kawuma

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Summary

Recent graduate with extensive experience in software design, development, and maintenance, equipped with a proven track record of updating existing applications, creating innovative websites, and writing efficient code. Demonstrated expertise in integrating Java back-end systems, designing robust databases, and effectively debugging technical errors. Skilled in analyzing large datasets and transforming complex information into actionable insights to drive decision-making and enhance project outcomes. Known for a strong aptitude for quickly learning new technologies and processes, ensuring adaptability in a constantly evolving field.

Skills & Technical Proficiencies

Web Development/Tools/Technologies: TensorFlow, PyTorch, Scikit-Learn Hibernate, Spring Boot, Spring JPA, Spring Core, Spring MVC, Spring RESTful API, Micro Services Servlet, Agile, CI/CD, Vue, React, Angular

Code Quality: Written clean, efficient, well-documented, and maintainable Java code. Conducted thorough code reviews and advocated for best practices in software design and coding standards.

Design & Development: Played a pivotal role in the creation of frontend systems utilizing Angular, alongside backend systems developed with frameworks like Spring Boot. focused on crafting APIs that not only meet best practices but also align with industry standards, ensuring a robust and efficient system architecture.

Testing & Debugging: Developed unit tests, integration tests, and participate in end-to-end testing. Debug and resolve complex issues related to performance, scalability, and software reliability.

Data/Data Processing Utilized and managed data effectively through relational databases like MySQL and PostgreSQL. Additionally, leverage real-time processing of data streams to facilitate immediate data analysis and informed decision-making using tools such as Kafka and RabbitMQ.

Containerization Ecosystem: Utilized tools such as Docker to effectively package applications along with their dependencies into lightweight and isolated containers. Additionally, employed orchestration platforms like Kubernetes to efficiently manage and deploy these containers.

Programming Languages: Core Java, Java8, SQL, JavaScript, HTML, CSS, Typescript, Python, sh/bash/csh scripting

Operating Systems: Mac OS, Windows, & Linux

Hardware & Device Management: Installation, configuration, and replacement of end-user devices (check scanners, desktops, peripherals) across enterprise networks

System Troubleshooting & Diagnostics: Identifying BIOS lockouts, diagnosing camera driver issues, troubleshooting HP desktops, scanners, and PIN pads

Enterprise IT Support: Provided technical support for Santander Bank, CNA Insurance, and RBC Investment Firm — managing tickets, coordinating with branch IT, and ensuring service continuity.

Core Values: Contribute to the growth and development of company core values: **We Before Me**, Positive Energy, Knowledge Explorer and owning it.

Professional Experience

Data Engineer (1D7X4D , Cyber Operations), **U.S. Airforce Reserve,** Barksdale AFB, LA   05/2025 – Present
Selected into the U.S. Air Force Reserve as a Data Engineer specializing in cyber systems, analytics, and secure data architecture.

- Train and operate within the 1D7X4D Data Engineering pathway, focusing on data pipelines, secure systems integration, analytics automation, and mission-critical cyber operations.
- Apply expertise in SQL, Python, Java, Linux systems, networking fundamentals, and data transformation processes to support cyber defense missions.
- Engage in structured military technical training including cybersecurity fundamentals, defensive cyber operations, and enterprise data management.
- Leverage Air Force engineering discipline and problem-solving frameworks to strengthen real-world software engineering and data architecture practices.

IT Support Technician (Contractor), **A3 Solutions,** Boston, MA   06/2025 – Present

- Provide on-site and remote technical support for enterprise clients including **Santander Bank**, **CNA Insurance**, and **RBC Investment** Firm, ensuring minimal downtime and secure system performance across branch networks.
- Diagnosed and resolved hardware/software integration issues, BIOS access restrictions, and device authentication problems in Windows-based environments.
- Collaborated with Branch IT Support to escalate and document complex incidents, producing detailed postmortem reports with actionable resolutions for system replacements and driver updates.

- Conducted troubleshooting on HP desktops, check scanners, and PIN pad devices, ensuring operational continuity and compliance with security protocols.
- Authored and submitted over 20 post-resolution summaries with root cause analysis and recommended corrective actions, enhancing technical knowledge sharing across field teams.
- Supported deployment and validation of new hardware units across multiple Massachusetts banking locations.

  Key Achievements:
- Reduced mean resolution time per on-site ticket by 25% through methodical diagnostic processes and standardized reporting templates.
- Initiated driver update procedures that informed internal SOPs for administrative access and device recovery workflows.

Web Developer Internship, **Cogent InfoTech**, Pittsburgh, PA   9/2022 – 5/2023
- Executed code documentation and debugged issues to maintain and update software applications.
- Writing logger filles using SLF4J API.
- Cleaning out logger files using scheduler
- Performing routine tasks such as code documentation and debugging
- Key achievements include:
  - Among the project cycles, significant enhancements were made to our development processes and overall code quality. A strategic implementation of five new unit tests per sprint successfully elevated our code coverage by 10%, ensuring greater reliability and maintainability of the codebase.
  - In addition, the development and integration of three reusable UI components proved to be a game-changer, streamlining our workflow and reducing development time by an impressive 20% on similar features. This not only optimized our resources but also enabled our team to focus on more complex tasks.
  - The resolution of eight critical bugs identified during QA testing, accomplished within a two-week timeframe, led to a 5% reduction in reported post-release issues. This proactive approach to bug fixing significantly enhances user experience and reflects our commitment to delivering high-quality software.
  - Furthermore, my contribution to the documentation of two core APIs resulted in a 20% increase in knowledge base usage among the development team. This improvement fosters better collaboration and understanding of our systems, ultimately driving efficiency in future projects.
  - Lastly, I optimized a database query that resulted in a remarkable 30% decrease in response time for high-traffic pages. This optimization not only improves user satisfaction but also enhances the overall performance of the application, demonstrating the critical impact of effective database management.

Technical Projects & Initiatives

A3 Field Service Management (FSM) Application, **Full Stack Web Development**
Novemeber 2025
Designed and developed an enterprise-grade field service management system for A3 Solutions to modernize work order dispatching, technician assignment, onsite reporting, and timesheet workflows
- Built a scalable back-end using Java Spring Boot, Spring Security (JWT), and PostgreSQL, implementing a clean layered architecture and microservice-ready structure.
- Developed a responsive Angular 20 frontend featuring real-time work order updates, assignment dialogs, technician dashboards, and audit-trail timelines.
- Containerized the full application using Docker Compose, enabling reproducible environments across development and production.
- Integrated secure authentication with access + refresh tokens, role-based authorization, and API validation.
- Simplified field operations for technicians and dispatch by reducing email dependency and manual data entry by over 60%, improving accuracy and turnaround time.

Shift Scheduler Web Application ,**Full Stack Web Development**   September 2025
- Developed a scheduling platform to streamline staff shift requests and approvals, replacing a fragmented manual process.
- - Built a modern, responsive interface using Angular and a robust backend API with Spring Boot and PostgreSQL.
- - Integrated JWT authentication, email notifications, and Docker Compose for containerized deployment.
- - Increased workflow accuracy and reduced administrative handling time by 40%, improving staff engagement and efficiency.

- - Demonstrated initiative by identifying a workplace pain point and delivering a full end-to-end solution from concept to deployment.

Education

Master of Science in Computer Science, **Merrimack College,** North Andover, MA   May 2025
Bachelor of Science in Computer Science and Mathematics, **Salem State University,** Salem, MA   May 2022
Associates of Art in Liberal Arts, **Bunkerhill Community College,** Charlestown, MA   May 2018