

BRIANNA BROCKINGTON

Software Engineer · Full Stack · AWS Certified · B.S. Software Engineering, 2026

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PROFESSIONAL SUMMARY

Full Stack Software Engineer and Customer Success Manager with a B.S. in Software Engineering and hands-on experience building and shipping web and mobile applications using Java, Python, JavaScript, TypeScript, and React. Background in software development, QA, and enterprise platform support in regulated healthcare environments. Proficient with AI tools including Claude, GitHub Copilot, and the OpenAI API. AWS Certified Cloud Practitioner, CompTIA Network+, and ITIL Foundation.

TECHNICAL SKILLS

Languages:	Java · Python · JavaScript · TypeScript · Kotlin · C# · SQL · HTML · CSS
CS Concepts:	OOP · Data Structures · Algorithms · Big-O Analysis · SOLID Principles
Web & APIs:	React 18 · React Native · Spring Boot · Node.js · REST APIs · GraphQL (concepts) · OpenAI API · Responsive UI/UX
Cloud & DevOps:	AWS (Certified Cloud Practitioner) · Docker · CI/CD · GitHub Actions · Git · Jira · Agile/Scrum
Databases:	PostgreSQL · MySQL · SQLite · SQL Server · NoSQL (concepts) · Relational Modeling · DDL/DML
Testing & QA:	Manual Testing · Exploratory Testing · Regression Testing · API Automation · Test Case Design · Bug Reporting · WCAG 2.1 AA · Postman
Engineering:	Full SDLC · Unit Testing · Code Reviews · TDD (concepts) · Technical Documentation · Root Cause Analysis · Cross-functional Collaboration
Tools:	VS Code · IntelliJ · Postman · Chrome DevTools · GitHub Copilot · Vite · Expo · Claude (Anthropic) · ChatGPT · OpenAI API · Notion AI

CERTIFICATIONS

✓ AWS Certified Cloud Practitioner · ✓ CompTIA Network+ · ✓ ITIL Foundation – IT Service Management · ✓ Google IT Support Professional · ✓ Google Cybersecurity Professional Certificate

PROJECTS

ShopNova – Full-Stack E-Commerce Platform | [GitHub](#) | [Live Demo](#)

- ▶ Full-stack e-commerce platform with cart persistence, 3-step checkout, auth, product search, and order history. Built with React 18, TypeScript, and Node.js; deployed via CI/CD on GitHub Actions.
- ▶ Extended to a React Native and Expo mobile app for iOS and Android with full feature parity.

BudgetWise – Personal Finance Dashboard | [GitHub](#) | [Live Demo](#)

- ▶ Personal finance dashboard with transaction tracking, budget management, savings pots, recurring bills, chart-based reporting, and tested calculation logic. Built in JavaScript with local data persistence.

AccessFlow – Enterprise Access Request System | [GitHub](#) | [Live Demo](#)

- ▶ Mock enterprise HR/IT access request system with role-based views, approval queues, audit logging, searchable records, metrics dashboard, and CSV export. Built in JavaScript.

Data Pipeline – Python ETL Pipeline | [GitHub](#) | [Live Demo](#)

- ▶ Modular Python ETL pipeline with configurable extraction, transformation, and loading across multiple data sources — error handling, logging, and pipeline orchestration.

PROFESSIONAL EXPERIENCE

Customer Success Manager

Aug 2026 – Present

Scriptly

- ▶ Primary point of contact for a portfolio of pharmacy accounts on a cloud-based pharmacy management platform; leading onboarding, driving product adoption, and ensuring clients achieve maximum value from Scriptly.
- ▶ Collaborating with Sales, Engineering, and Support teams to advocate for customer needs; conducting business reviews, monitoring account health, and developing retention strategies grounded in nearly a decade of pharmacy operations experience.

Senior Engineer (Internship)

Mar 2026 – Jul 2026

Kentish Publishing Company

- ▶ Build full-stack features for AI-driven content automation tools using React and Node.js, contributing to backend services, system integrations, and technical development across digital platforms.
- ▶ Debug application behavior, write unit tests, and improve reliability of production tools; contribute to prompt engineering, data processing pipelines, and technical documentation.
- ▶ Collaborate across engineering, product, and creative teams in an Agile environment to support implementation of technology solutions.

Pharmacy Operations Coordinator

Dec 2025 – Apr 2026

CenterWell Pharmacy

- ▶ Primary liaison between pharmacy operations and IT; documented system defects, reproduced bugs, and escalated issues with detailed technical write-ups across enterprise platforms.
- ▶ Performed root cause analysis on platform errors including access control failures and data sync issues; proposed system-level improvements.
- ▶ Coordinated resolution with technical teams and bridged operations and IT across regulated healthcare workflows.

Senior Pharmacy Care Coordinator

Feb 2024 – Dec 2025

Centene

- ▶ Subject-matter expert for enterprise platforms at a large managed care organization; diagnosed errors, performed root cause analysis, and coordinated IT escalations.
- ▶ Triage user-reported issues, validated system behavior, and documented defects; collaborated with IT, operations, and compliance teams.
- ▶ Produced system documentation across compliance-heavy enterprise platforms.

Certified Pharmacy Care Coordinator

May 2019 – Feb 2024

OptumRx

- ▶ Served as IT liaison between call center operations and IT; identified, reproduced, and escalated compliance-risk platform issues with structured documentation to help the technical team diagnose and resolve problems faster.
- ▶ Trained specialty providers on EMR/EHR access and PHI compliance; led early-stage formation of the OptumCare team and developed onboarding procedures to support workflow continuity during system transitions.

EDUCATION

B.S. Software Engineering

2026

Western Governors University

A.S. Health Sciences – Pharmacy Technician

2017

Ultimate Medical Academy