

ISAAC AHLFIELD

Broken Arrow, OK

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<https://github.com/higherkey> | <https://higherkey.github.io/portfolio/>

PROFILE

Software Engineer and Product Owner with expertise in full-stack development and automation, delivering scalable web applications and APIs. Led development of automation solutions generating over \$500k in annual savings and improved bot performance by more than twelvefold. Known for collaborating with cross-functional teams to translate user needs into intuitive, reliable features. Passionate about building lovable fintech products that blend technical excellence with user empathy.

AREAS OF EXPERTISE

- **Areas of Expertise:** Software Engineering, Web Development, Process Automation and Improvement, Systems Integration, Agile Methodologies, Product Ownership, Technical Documentation, Cross-Functional Collaboration, Client Relationship Management, Stakeholder Communication, Presentations & Training, Customer Experience Improvement, Innovation Advocacy, Technical Writing, Backend Development, Full-stack Development, Product Development, Product Shipping
- **Technical Proficiencies:** C#, Java, Angular, HTML, CSS, JavaScript, .NET Core, Python, VBScript, UiPath, PostgreSQL, MS SQL Server, Docker, Selenium, PowerShell, REST APIs, CI/CD, Git, GitHub, Azure DevOps, Regular Expressions, MS Visual Studio, MS Excel, MS PowerPoint, MS SharePoint, MS Visio, TypeScript

PROFESSIONAL EXPERIENCE

Freelance

Computer Science Tutor & Career Coach

Tulsa, OK · Sep 2025 - Present

- Mentor 30+ students on technical fundamentals such as computer architecture, OOP, sorting algorithms, logic, Boolean algebra, and regex, resulting in higher test scores and greater confidence in coding concepts
- Onboard learners to professional workflows by guiding hands-on use of command-line interfaces, Git version control, Docker, and front- and backend development with C#, Java, and SQL, enabling them to set up and deploy projects independently
- Instruct students on ethical AI practices, covering prompt engineering and the use of agentic IDEs such as Antigravity, which helps them create responsible AI-enhanced applications
- Guide the transition to professional engineering by delivering targeted interview coaching and resume feedback, leading trainees to secure interview invitations and improve their confidence in job searches
- Develop tailored learning strategies for neurotypical and neurodivergent students, mentoring them through executive dysfunction and imposter syndrome, leading to increased personal and academic confidence.

T.D. Williamson

Full Stack Developer

Tulsa, OK · Oct 2025 - Dec 2025

- Developed internal web applications by writing clean, functional full-stack code with Angular (TypeScript), .NET Core, RxJS, NgRx, SignalR, and PostgreSQL, enabling faster internal workflows and improved user satisfaction
- Maintained high code standards by taking the lead on learning and applying SonarQube to identify and fix vulnerabilities, quality issues, and technical debt, which reduced bugs and improved code quality.
- Implemented Docker containerization and Kubernetes orchestration for microservices, configuring health checks and auto-scaling policies, which improved service reliability and enabled seamless scaling
- Utilized Azure DevOps to manage the development lifecycle, handling task tracking and code deployments within the CI/CD pipeline, which shortened release cycles and increased deployment reliability
- Expanded role into stakeholder management to drive product development and shipping new features, acting as a bridge between the dev team and the business to define product requirements, boosting stakeholder visibility and satisfaction

The Home Depot

Head Cashier

Tulsa, OK · Sep 2025 - Oct 2025

- Directed schedules for 15+ cashiers, ensuring full shift coverage and compliance
- Improved register functionality from ~50% to 100% operational capacity through proactive troubleshooting
- Advanced to leadership track for Department Supervisor training within first month on the job

UnitedHealth Group

Senior Software Engineer

Broken Arrow, OK (Remote) · Jan 2024 - Apr 2025

- Served as lead backend developer on a three-person team to build and implement Robotic Process Automation solutions using C#, achieving 99% reliability rates.
- Developed and maintained C# automations for health insurance claims Payment Integrity with usage rates of 10+ million per month
- Built and maintained data pipelines and reports using SQL, SSIS/SSRS, Snowflake, Power BI, and Excel, delivering daily claim-operations dashboards that shortened reporting time by 40%
- Took product ownership of front-end automations and managed 40+ virtual machines, maintaining 98% uptime and supporting continuous claim processing
- Converted front-end automations to REST APIs, increasing performance by more than 12x

Software Engineer

Broken Arrow, OK (Remote) · Jul 2022 - Jan 2024

- Built, tested, and deployed Robotic Process Automation solutions using UiPath's REFramework and Modern Design Experience for both attended and unattended robots, which streamlined repetitive tasks and lowered processing errors
- Utilized UiPath Orchestrator to manage deployments, schedule bots, and monitor performance across multiple environments, improving deployment efficiency and maintaining high bot uptime
- Served in cross-functional roles as Software Engineer, Business Analyst, Test Engineer, and Project Manager to support end-to-end delivery in the Revenue Cycle Management sector, ensuring projects were completed on schedule and meeting stakeholder expectations
- Identified and implemented a solution to update documentation for 100+ GitHub repositories, resulting in consistent reference material and faster onboarding for new developers
- Led project to deliver \$176k in annual savings, scaling to \$500k+ annual savings within a year
- Managed multiple concurrent projects in a fast-paced environment, utilizing Confluence and ensuring timely delivery and client satisfaction by coordinating with remote development teams and stakeholders

Associate Software Engineer

Tulsa, OK · Apr 2019 - Jul 2022

- Developed and maintained software automations for claims processing with usage rates of 24 million per month
- Developed automated testing frameworks and data-processing scripts using Java, Selenium, Excel, VBScript, Macro Express Pro, HTML, CSS, and JavaScript, which streamlined claim validation and reduced manual effort
- Contributed to the migration from Internet Explorer to Chromium-based browser automation by training 80% of staff members and creating comprehensive technical documentation, which reduced test execution time and improved automation reliability

Customer Service Advocate

Minneapolis, MN · Apr 2015 - Oct 2019

- Exceeded performance metrics consistently over three years, earning 25+ performance recognitions
- Authored role-specific training materials using MS Visio and technical writing best practices, and led internal documentation efforts that streamlined onboarding for new staff
- Joined a process improvement team resulting in \$13.75M in annual savings
- Founded a cross-team think tank that brought developers and frontline staff together, improving collaboration and reducing issue-resolution time through regular knowledge-sharing sessions

Aspen Creek Wealth Strategies

Director of Client Relations

Tulsa, OK (Remote) · Jun 2019 - Oct 2019

- Built and managed relationships with high-value financial-planning and retirement clients by conducting quarterly strategy reviews and using a customized CRM, which enhanced client satisfaction and retention
- Coordinated client data and financial planning by integrating the eMoney platform with a customized CRM, streamlining workflows and reducing manual data entry errors.
- Increased revenue by identifying opportunities through client engagement and financial tools
- Led software onboarding and support for eMoney and the custom CRM, delivering step-by-step training and troubleshooting, which accelerated client adoption and cut support tickets

EDUCATION

Northeastern State University

Bachelor of Science, Computer Science

Broken Arrow, OK

- **Achievements:** Cum Laude

CERTIFICATION

- **Product Owner: Optum Tech University (2024)**
- **Professional Scrum Product Owner (PSPO): Scrum.org (in-progress, planned 04/2026)**