

BOHDAN LAPUSHNIAK | IT Developer

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Results-driven IT Developer with over 3 years of experience designing and developing scalable, full-stack web applications and AI-driven solutions. Proven ability to build efficient, maintainable, and secure codebases. Currently contributing to digital transformation at Florida Blue through Conversational AI initiatives, including chatbot development and Genesys Cloud integration. Known for clear documentation, collaborative mindset, and a strong track record of delivering impactful software in healthcare, e-commerce, and enterprise environments.

SKILLS

React - Genesys - JavaScript/TypeScript - HTML/CSS - Node.js - Rest APIs

SQL/noSQL - AWS /Microsoft Azure - Python/R - CI/CD - Selenium - Terraform

EDUCATION

Yuriy Fedkovych Chernivtsi National University | Chernivtsi, Ukraine | **Bachelor's Degree**, Computer Science.
September 2020 - June 2022

Polytechnic College | Chernivtsi, Ukraine | **Associates Degree**, Software Engineering.
September 2016 - June 2020

CERTIFICATIONS

Genesys | [Genesys Cloud CX: Developer Certification](#) | Issued February 2024 - Expires February 2027

WORK EXPERIENCE

Florida Blue | **Health Solution Partner** | Jacksonville, FL
Associate IT Developer , September 2024— Present

- Contributed to the Conversational AI department by designing and developing digital bot solutions to enhance customer engagement and automate support tasks.
- Developed and maintained full-stack services for both frontend user interfaces and backend APIs supporting chatbot and automation workflows.
- Actively collaborated on the Genesys project, integrating with Genesys Cloud APIs and building Architect flows to streamline communication processes.
- Designed and implemented a high-impact call flow currently used by **250+ agents**, improving operational efficiency and customer interaction handling.
- Built a **Terraform-based migration framework** to support scalable and repeatable environment and configuration deployments (CX as Code approach).
- Ensured high performance, scalability, and compliance of AI-driven applications within a secure healthcare environment.
- Participated in Agile development cycles, contributing to sprint planning, code reviews, testing, and deployments.
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[edgefi](#) | Creating next-generation tools for the Managed Service Provider industry | Vancouver, Washington

Full Stack Web Developer, August 2022– August 2024

- Developed and maintained web applications using Next.js, React.js, and mySql.
- Collaborated with designers and product managers to translate requirements into technical specifications.
- Ensured application security by implementing authentication and authorization mechanisms.
- Documented code, APIs, and system designs to ensure maintainability and facilitate knowledge sharing within the team.
- Participated in daily stand-ups and sprint planning meetings, adhering to Agile methodologies.

[Elogic Commerce](#) | Creating and maintaining ecommerce projects| Chernivtsi, Ukraine

Intern PHP Software Engineer, February 2022

- Assisted in the development of Magento2 modules using HTML, CSS, and Php.
- Wrote and maintained documentation for APIs and system designs.
- Supported senior developers in debugging and resolving front-end and back-end issues.
- Gained hands-on experience with Git for version control and collaborative development.

Portfel' | Providing accounting software to Ukrainian businesses | Chernivtsi, Ukraine

Software Engineer, February 2021 - February 2022

- Developed and sold over 80 unique scripts.
- Documented processes, decisions, and architecture for future reference.
- Writing scripts for importing information from client files to internal products.
- Created integration modules. (Delivery service integration, taxes, reports, statistic)

PROJECTS

Onboard and Offboard Platform

Developed a comprehensive onboarding and offboarding platform using Next.js, React, and Tailwind CSS. The platform optimized the onboarding and offboarding processes for the company through integrations with Jira and Azure Entra ID. Implemented features such as automated task assignment, progress tracking, and user access management to streamline workflows and enhance efficiency.

Jira Dashboard

Built a real-time Jira Dashboard web page using Tailwind CSS to display the status of IT projects. The dashboard provided a user-friendly interface to monitor project progress, task completion, and team performance in real-time, facilitating better project management and decision-making.

Mobile Food Delivery Application

Designed and developed a mobile food delivery application for both iOS and Android using Flutter. The application featured real-time order tracking, user authentication, payment gateway integration, and a dynamic restaurant menu.