

# Justin Gain

Software Engineer with 14+ years of technical client-facing experience and recent Magna Cum Laude BS in IT (Computer Programming, 3.875 GPA). Proven ability to architect full-stack applications using AI-assisted development workflows, integrate third-party APIs, and deploy cross-platform solutions. Deep expertise in data integration, system troubleshooting, and translating complex business requirements into technical implementations. Seeking to leverage EDI integration background and modern development skills in a software engineering role.

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☎ 678-894-6720

📍 Loganville, GA

## SKILLS

Languages & Frameworks: Python, JavaScript, SQL, HTML/CSS, YAML  
AI-Assisted Development: Claude, Prompt Engineering, AI Output Validation  
APIs & Integration: RESTful APIs, IGDB API, EDI Standards, Data Mapping  
Deployment & Tools: Cross-Platform Deployment (Windows/Linux/Mac), Git, CI/CD Basics  
Databases: MySQL, Microsoft Access  
Enterprise Systems: SAP, Benefits Administration Platforms

## WORK EXPERIENCE

### Lincoln Financial

Associate, EDI Onboarding

May 2025 - Present

- Collaborate with engineering teams to troubleshoot system integrations and implement corrective actions
- Translate business requirements into technical specifications for automated onboarding processes
- Develop and maintain EDI integration mappings and translation protocols between enterprise benefits administration systems and external partners

### Alight Solutions

Client File Analyst

July 2022 - May 2025

- Engineered SQL queries to extract, transform, and analyze large-scale client datasets for benefits administration reporting
- Identified data quality issues and implemented validation rules, reducing processing errors and improving delivery accuracy
- Automated recurring reporting processes, streamlining manual workflows and ensuring timely client deliverables

### Barco Inc

Technical Services Specialist

May 2021 - July 2022

- Utilized SAP and ticketing systems to track, troubleshoot, and resolve technical incidents with detailed documentation
- Consistently ranked in Top 3 company-wide for First Resolution Metric (95%+ first-call resolution rate)

### National Vision Inc

Employee Development Specialist

May 2007 - May 2021

- Analyzed key performance metrics using data analytics to drive improvements in training programs and operational efficiency
- Collaborated with cross-functional teams to design measurable goals and track client satisfaction improvements

## EDUCATION

### Strayer University

Bachelor of Science in Computer Programming - 3.875 GPA

March 2026

Magna cum laude