

William Zinkann

Technical Business Analyst | Boston, MA

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PROFILE

Master of Business Analytics candidate with a strong background in Software Engineering. Expert in SQL, Python, Java, and cloud infrastructure, with a proven track record of optimizing API performance and automating data workflows. Seeking to leverage technical expertise and statistical modeling to drive data-driven business decisions.

EDUCATION

Bentley University

Expected May 2027

Master of Business Analytics

Waltham, MA

- Relevant Coursework: Managing with Analytics: From Data to AI — Quantitative Analysis for Business
- Focusing on bridging technical software engineering expertise with data-driven business strategy.

Elon University

Aug. 2019 – May 2023

Bachelor of Science in Computer Science | Data Science, Statistics minors

Elon, NC

- Mu Sigma Rho National Statistics Honorary Society

TECHNICAL SKILLS

Analytics: SQL (PostgreSQL, Oracle), DynamoDB, Pandas, NumPy, Excel, Data Visualization (Tableau, Power BI)

Tools: Splunk (Dashboards, Queries, Monitoring), Log Analysis, AWS Cloud Services (S3, EC2, CloudFront)

Languages & Dev: Python, Java, C++, RESTful APIs, Spring Boot, Microservices Architecture

Processes: AI-assisted Development, Agile Methodologies, Jira, Git, CI/CD Pipelines (Jenkins, Maven)

EXPERIENCE

Junior Software Developer (Contract)

May 2025 – Dec. 2025

Integrated Computer Solutions, Inc.

Waltham, MA

- Engineered data acquisition workflows for IoT medical devices, utilizing Python and C++ to capture and analyze real-time sensor data for highly regulated environments.
- Tuned MQTT and REST API protocols to ensure smooth data transmission and real-time device interoperability.
- Ensured regulatory compliance (FDA/IEC 62304) through rigorous risk-based testing, code reviews, and validation activities to support end-to-end product delivery cycles.
- Facilitated cross-functional collaboration to streamline product development life cycles.

Full-Stack Engineering Associate

Jul. 2023 – Mar. 2025

Blue Cross Blue Shield of Massachusetts

Boston, MA

- Optimized API performance and caching layers to achieve a 25% reduction in latency, significantly increasing reliability across high-traffic member service applications.
- Redesigned inefficient SQL queries and data-access logic to enhance data accuracy and system reliability for critical healthcare member services and internal reporting.
- Automated deployments using Docker and OpenShift clusters to reduce environment-related defects.
- Managed CI/CD pipelines and change controls using Jenkins and ServiceNow to ensure zero-downtime and continuous availability for core internal business applications.

API and EDI Enrollment Intern

Jun. 2022 – Aug. 2022

Blue Cross Blue Shield of Massachusetts

Boston, MA

- Collaborated with Agile teams to translate complex business requirements into scalable technical specifications for enterprise-wide API and EDI enrollment solutions.
- Modernized legacy EDI transaction services by migrating data infrastructure to AWS cloud environments, leveraging DynamoDB, EC2, and S3 for improved scalability.
- Documented technical workflows to support long-term maintainability and business interoperability.

PROJECTS

Portfolio Website | [williamzinkann.com](https://www.williamzinkann.com)

Jun. 2025

- Designed and implemented a scalable static website architecture leveraging Amazon S3 for storage, CloudFront for content delivery and caching, and Route 53 for DNS and domain management, ensuring high availability, low latency, and secure access with HTTPS. **View more projects on website.**