

- Goal oriented problem solver with excellent communication skills; Ability to curate and prioritize information to be a liaison between different target audiences with **17 years of developer work experience**
- Ability to combine Front End Stacks, Web APIs and Data with **Cloud Technologies** to create robust, secure, highly scalable experiences that delight customers; Able to troubleshoot and debug quickly and proficiently
- Able to implement design patterns that produce highly scalable and maintainable software applications within cloud infrastructure
- Works very well in teams and can also be counted on to get things done independently

WORK EXPERIENCE

4/2019 – Current **CloudSmith Consulting LLC**

Managing Partner / CTO

- Co-authored the only Visual Studio Code plugin for enhancing the developer experience of working with Microsoft's Common Data Service (CDS) called CDS for Code, currently on the Visual Studio Code Marketplace
- Developed a web portal for automated deployment infrastructure of Dynamics365 CE with server and developer experience deployed to **Azure Cloud** to replicate on-premise installation scenarios
- Developed command line tools for automated deployment infrastructure of Dynamics 365 CE with server and developer experience deployed to **Azure Cloud** to replicate on-premise installation scenarios
- Designed and implemented **Azure DevOps** for end to end developer to release experience containing Continuous Integration, Continuous Deployment and Release pipelines for internal business and customer use
- Business analyst responsible for participating in system design meetings, analyzing business processes and requirements – involved in the production of the project documentation; Architect systems and produce technical documentation

1/2018 – 3/2019 **Oracle**

Sr. Cloud Escalations Engineer

- Assigned to 22 executive-visible engagements spanning 14 customers, was able to bring them all to resolution and retain all impacted customer's business; Including some within a high-tension renewal period
- Identify and handle customers/incidents where an escalation engineer could provide value when the incident or event occurs specifically within **Oracle's Cloud for Infrastructure** and the situation proved unresolvable at other levels leading to it being escalated to the executive level
- Conduct/lead phone calls with customers for documenting their current situation and its business impact; Monitor associated tickets; Get in contact with support, operations and engineering leadership that pertain to a customer's pain point(s) and work with their teams; Get attached to and/or handle all customer communications and scheduling until customer de-escalation while also providing internal and external executive briefs
- Investigation of incidents end-to-end; Review all tickets, document time lines and technical problems for the curation and delivery of written or verbal RCAs; Conduct/lead phone calls with customers for delivery of written and/or verbal RCAs; Conduct/lead/join any event bridges pertaining to the escalation
- Curate internal knowledge base documents in our team's knowledge repository, and update or alert other team's when documents found on their knowledge repository are out of date
- Sole lead software development expert responsible for delivering bespoke tools, engineering fundamentals, continuous integration and delivery in NodeJS and Python

6/2013 – 1/2018 **Everslim Centers, LLC**

Sr. Software Architect

- Architected a fully managed **Azure Cloud** platform implementation (Migration from on premise)
- Maintain, monitor and triage **Azure Cloud** platform outages, manage company side of trouble tickets for the platform
- Business analyst responsible for participating in system design meetings, analyzing business processes and requirements – involved in the production of the project documentation; Architect systems and produce technical documentation

- Create and maintain systems for target use on the Web, running as Windows Services, or **Azure Cloud** WebJobs; Create and consume web services, learn and implement 3rd party libraries, components and APIs
- Primary engineer in charge of uptime, health monitoring, problem triage and hotfix implementations with continuous integration and delivery
- Create, maintain and optimize NoSQL databases and Microsoft SQL databases including creation of reports using SQL Reporting Services

12/2012 – 6/2013 Thompson Group

Sr. Developer

- Business analyst responsible for participating in system design meetings, analyzing business processes and requirements – involved in the production of the project documentation; Architect systems and produce technical documentation
- Create and maintain systems for target use on the Web or running as Windows Services; Create and consume web services, learn and implement 3rd party libraries, components and APIs
- Create, maintain and optimize Microsoft SQL databases including integrations using SQL Integration Services and reports using SQL Reporting Services

8/2010 – 12/2012 Tribridge, Inc – Now DXC Technology

Technical Consultant

- Business analyst responsible for participating in system design meetings with customers, analyzing business processes and requirements – involved in the production of the project documentation; Architect systems and produce technical documentation
- Technical team lead in charge of ensuring timely project delivery from project team
- Primary engineer in charge of uptime, health monitoring, problem triage and hotfix implementations (on certain projects)
- Architect and create systems to be hosted on **Azure Cloud** PaaS & IaaS product offerings
- Create and maintain systems leveraging Microsoft Dynamics CRM as a platform - including creation of plugins, workflows, and external applications leveraging Dynamics CRM as a data source (i.e. portal, high capacity data processing)
- Lead developer on the internal Dynamics CRM HealthCare product team

EDUCATION

2004 – 2006 University of Phoenix

B.S. in Information Technology (3.8 GPA)

2001 – 2003 Remington College

A.S. in Computer Information Systems (3.23 GPA)

LANGUAGE AND SOFTWARE SKILLS/EXPERIENCE

- Language Experience / Frameworks & Patterns
 - **Microsoft Azure** experience: most all PaaS and IaaS offerings; **Oracle's Cloud for Infrastructure** experience: assorted IaaS, PaaS and SaaS offerings
 - HTML, XHTML, HTML 5, CSS (Bootstrap, Foundation, Tailwind & Material)
 - JavaScript, TypeScript, jQuery, Knockout, Svelte, Angular, Vue & React
 - ASP.NET C#, NodeJS, Python, VBScript, Classic ASP
 - Integration Tests, Automated browser tests, Test driven development and Behavior driven development
 - SQL Server, MongoDB, Postgres, Redis, MySQL
- Other Software
 - Azure DevOps, Pipelines, GitHub, GitHub Actions
 - JIRA, Confluence, Bitbucket, GitLab