

- Goal oriented problem solver with excellent communication skills; Ability to curate and prioritize information to be a liaison between different target audiences
- Technical ninja with the ability to combine Single Page Applications & Web APIs 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

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team's knowledge repository, and update or alert other team's when documents found on their knowledge repository are out of date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** platform implementation (Migration from on premise)
- Maintain, monitor and triage **Azure** 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** WebJobs; Create and consume web services, learn and implement 3rd party 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 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** 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

10/2007 – 7/2010 Plan First Financial Solutions

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 components and APIs
- Create, maintain and optimize Microsoft SQL databases including creation of reports using SQL Reporting Services

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 & Material)
 - JavaScript, jQuery, Knockout, AngularJS, VueJS & ReactJS
 - ASP.NET C# (WebForms and MVC), VBScript, Classic ASP, NodeJS & Python
 - Test driven development (TDD) and Behavior driven development (BDD)
 - Microsoft SQL, T-SQL, NoSQL – RavenDB, MongoDB and Redis
- Development Tools/Environments
 - Microsoft Visual Studio, VSCode, Webstorm, PyCharm
 - Microsoft SQL Server with Management Studio & SQL Reporting Services, SQL Integration Services, Enterprise Manager, Query Analyzer, Redgate & xSQL tools
 - Team Foundation Server, VSTO, Subversion, Mercurial, Git & Visual Source Safe Source Control Systems
- Other Software
 - Microsoft Office, project management software, wireframe software
 - JIRA, Confluence, Bitbucket, GitLab