

# Tyler J DeBruin

Draper, Utah

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## Experience

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### Software Engineer II

*1800Contacts | Draper, Utah | 2017 – Present*

- Full-Stack Developer with professional experience in .Net Stack, including C#, SQL, JavaScript, TypeScript, and Angular.
  - Proficient in Dependency Injection, SOLID Principles, Object-Oriented-Programming, and Design Patterns.
- Modernized software utilizing a Test-Driven-Development approach, with high code coverage.
  - Redesigned legacy services to increase payment authorization acceptance rates across the ecommerce platform.
  - Designed and implemented shared ecommerce cart with 3<sup>rd</sup> party downtime protection built in, allowing for dependencies to be unavailable, yet provide uptime for the client systems to continue to function.
  - Implemented solutions to interface CRM to an Outbound Dialer to allow marketing to modify and test outbound call campaign audiences.
- Experience configuring and maintaining Continuous Delivery pipelines utilizing Microsoft Azure DevOps.
  - Managed CI/CD Pipelines for 60 microservices.
- Responsible for all outcomes of the Software Engineering Process, including development to deployment success.
  - Successful integration to third party payment merchants in a PCI Level 1 Compliant Environment.
  - Actively maintained 60 microservices across the shared ecommerce platform with minimal downtime.
  - Designed and architected key systems that allowed a successful integration to third-party CRMs.
- Mentored Junior Engineers utilizing a Test-Driven-Development approach to Software Development.

### Workforce Management Analyst

*1800Contacts | Draper, Utah | 2015 – 2017*

- Analyzed Inbound Digital Communication channels to maintain Service-Level-Agreements with Stakeholders.
- Leveraged forecast volume to make informed decisions to staff and maintain department FTE needs.

## Education

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### Bachelor of Science, Computer Science

*University of Utah | Salt Lake City, Utah | Currently In-Progress*

## Skills & Certifications

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- Experience with multiple object-oriented languages including C#, C++, Java.
- Experience with R, PowerBI, and Microsoft Report Builder in Visual Studio.
- Application Experience with: Visual Studio, Visual Studio Code, SQL-Management Studio, Azure DevOps, Microsoft Office Suite, Social Media Applications.
- Utilized Azure DevOps for code repositories, and deployments, including configuring all YAML files.
- Setup Home-Network utilizing a Windows architecture, including Active-Directory and DNS.
  - Maintained my own Server farm for various needs, utilizing Router DMZ and PFSense to securely host external websites, and setup a VPN to allow access behind the firewall.