

# ALEC M TIETJENS

Seattle, WA • (660) 292-4070 • [alec@tietjens.com](mailto:alec@tietjens.com)

## EXPERIENCE SEATTLE CHILDREN'S RESEARCH INSTITUTE, Seattle, WA

Software Developer, Enterprise Research Applications

January 2016 – October 2016

- Developed internal business applications and tools to support capture of data from regulated studies by owned research applications in support of research IT initiatives
- Implemented and integrate new applications to streamline data entry processes for research teams and facilitate monitoring by regulatory authorities (e.g., IRB, compliance teams, etc.)
- Expanded on automated testing framework using Visual Studio, TFS, C, NUnit, and Selenium
- Customized Click application UI and backend while simultaneously developing new systems to replace outdated business processes and technologies using JavaScript, C#, HTML, and SQL
- Collaborated with senior leadership overseeing research and operations to analyze data in efforts to stabilize current products and migrations as well as tailor software solutions and business processes for current needs and eventual broad implementation (i.e., Agile methodology)
- Administered Windows Server 2008 and 2012 for multiple web applications
- Assisted with administering team's SharePoint
- Documented new and old processes for owned applications

## NOVITEX at MICROSOFT, Redmond, WA

Systems Administrator / Software Developer

August 2014 – December 2015

- Led solutions development, database and systems administration, and production hardware support for shipping and tracking at Microsoft in conjunction with management, analysts, and support teams
- Designed and developed a backend solution for internal Microsoft teams to collect and aggregate tracking data from external carriers (e.g., FedEx, DHL, etc.) for Microsoft's global badge redistribution initiative using external APIs (SOAP and XML services), C#.NET, and SQL
- Engineered and executed a wholly new process in SendSuite for internal personal shipping at Microsoft in the two-week timeframe following a catastrophic outage of the prior system, resulting in major Microsoft cost savings
- Prototyped internal tech recycle request ticketing tool using Azure, IIS, JavaScript, JSON, SQL, ASP.NET MVC, AngularJS, ADFS, LDAP, and C#
- Successfully migrated on-premises systems to the cloud (Azure)
- Active Directory and GPO management for Novitex subgroups of Microsoft AD
- Assisted with developing for and setting up site's SharePoint
- Experience administering web applications (IIS) on Windows Server 2008R2 and 2012

## DELL INC., Lincoln, NE

Client Technical Support Associate

September 2012 – June 2014

- Provided remote support for wide range of clients (e.g., major hospitals, school districts, leading packaging companies, etc.), with over 10 such business clients having total user bases over 10,000
- Received the On-The-Spot award in recognition of a reputation as dedicated, reliable, and hardworking
- Active Directory experience for business clients/partners with 1000s of users
- Experience with Windows Server 2003, 2008R2, and 2012
- Worked with many teams in order to escalate and resolve minor to severe issues for clients
- Assisted with troubleshooting and escalating network issues

## SKILLS SUMMARY LANGUAGES

JavaScript, C#, Python, Java/J2EE, HTML5, CSS3, SQL, NoSQL, C, C++, PowerShell, JSON, PHP, XML, and Bash

## TOOLS AND TECHNOLOGIES

Visual Studio, MS SSMS, Git, TFS, Hyper-V, Eclipse, CLI, GAE, NoSQL, SOAP and RESTful APIs, SharePoint 2013

## FRAMEWORKS AND OPERATING SYSTEMS

ASP.NET MVC, Spring (Java), AngularJS (1 & 2), React, Node.js, NUnit, Flask, Windows Server 2008/12, OS X, IIS, SQL Server, .NET, and Linux

**EDUCATION UNIVERSITY OF NEBRASKA - LINCOLN**

Relevant Coursework: Programming I, II, and III (C, PHP, and Java), Algorithm Analysis, Discrete Structures, Technical Writing, Computer Organization, and Linux

**CERTIFICATIONS UDACITY – FULL STACK WEB DEVELOPER NANODEGREE**

Built RESTful APIs (Google OAuth) hosted on AWS using Linux/Apache/NoSQL/Python

**PERSONAL** Interests include music production, visual arts, physical health, and fantasy sports. I'm a quick learner, I love a good challenge, and I love helping others.