Doug Moore

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Portfolio: https://github.com/AllAroundD/myportfolio

SUMMARY

A detail-oriented and collaborative Application Developer with extensive experience in the financial industry. Reliable team player skilled in multiple programming languages, multiple database products, data warehousing, and reporting tools. Strong analytical skills support a proven ability to effectively resolve problems. Applies an active listening approach to encourage productive teamwork while developing and maintaining effective working relationships across an organization.

TECHNICAL SKILLS

C, C++, HTML5/CSS, Java, J2EE, JavaScript, Oracle, SQL Server, Essbase, Actuate, Oracle Business Intelligence, DB2, NoSQL, MySQL, Node.js, Git, Bootstrap, Heroku, React, Microsoft Office, XML, Windows, Mac OSX, Unix, Visual Basic, SharePoint

RELEVANT EXPERIENCE

CIBC, Toronto, (May 1999 – Mar 2020) *Advisory Application Developer (promoted from Junior to Intermediate to Senior to Advisory)*

- Designed, developed and supported a suite of 10 Financial Business Intelligence Reporting applications, including root cause analysis of Production incidents, to ensure application availability and achievement of client Service Level Agreements (SLAs).
- Led and assisted the production support team to ensure that it reacted to incidents in a timely and responsive manner and that it updated the incident list for the weekly meetings.
- Established daily and month end checklists for the team to ensure application availability.
- Trained an offshore team remotely to ensure overnight application batch met client SLAs.
- Coached and mentored junior staff on processes when joining the production support team, enabling them to provide effective support.
- Improved quality control of changes implemented by team members, and became the designate for the manager to review and approve changes being implemented to ensure proper artifacts were included.
- Liaised with Technology Operations to coordinate changes/outages with minimal impact to

users.
- Chaired weekly meetings with the business to review production application incidents for process improvement, including implementing monthly system recycles to minimize any potential system memory issues during month end, and to inform the business of upcoming changes.
- Generated and presented month-by-month metric reports to management and Technology Operations, providing numbers of production incidents and implemented changes which enabled them to identify improvements.
- Oversaw migration of 2 applications from 10 legacy servers within a tight deadline for decommissioning servers, including redesign of java applets to Java. Reduced server costs, overcame bottlenecks and avoided financial penalty.
- Documented processes for the team to follow, achieving optimal efficiency
- Acted as a subject matter expert to document changes to applications, ensuring currency of documentation and enabling team members to support applications properly.
- Generated and maintained operational support guides and business continuity plans.
- Liaised with the Audit and Risk team to ensure applications were aligned with audit requirements. If required, deviations were created and joined Enterprise Audit triage to explain the deviation and the required duration.
- Received Individual and Team Achievers Awards (CIBC): Analytical Bill Reporting Facility (2000), Legal Entity (2001), Economic Model Project (2002), AGS Infrastructure Initiative Program (2004), Actuate Upgrade (2005), Consensio-SAN Migration (2009), Currency Weblogic/Actuate HW/SW Upgrade (2009), Consensio II (2010), Q3 Restatements Group (2010), FT-IFRS Program (2012), New York Liftoff GL Migration (2012), GL Close (2019)
- Received Client Awards (CIBC): "Impact"

EDUCATION

Bootcamp Certificate: University of Toronto School of Continuing Studies, Toronto

A 24-week intensive program focused on gaining technical programming skills in HTML5, CSS3, Javascript, JQuery, Bootstrap, Node Js, MySQL, MongoDB, Express, Handelbars.js & ReactJS.

Seneca College of Applied Arts & Technology, Toronto

Computer Programming & Analysis (Co-op) Diploma with Honours

Introduction to Agile (CIBC)