Doug Moore

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SUMMARY

A detail-oriented and collaborative Application Developer with extensive experience in the financial industry. Recently received full stack web developer certificate. Reliable team player skilled in multiple programming languages, multiple database products, data warehousing, and reporting tools. Passionate about developing applications to help people with everyday problems. 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

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

RELEVANT EXPERIENCE

CIBC, Toronto, (May 1999 – Mar 2020)
Advisory Application Developer   2013 - 2020

- 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). Support required monitoring batch jobs and being on an on-call rotation to troubleshoot and resolve incidents to prevent or minimize impact. Application lifecycle was followed.
- 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 support 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 joining the production support team, on processes 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 (SME) and application lead to document changes to applications.
- Generated and maintained operational support guides, business continuity plans, and application documents.
- 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.

Senior Application Developer   2005 - 2013
- Provided coaching and recommendations to other projects so timelines weren't impacted.
- Was involved in proof of concept to assist in a decision of software upgrade or replacement.

Intermediate Application Developer   2002 - 2005
- Introduced Actuate coding standards for the team to use and became Actuate Administrator.

Systems Developer/Application Developer   1999 - 2002

COBOL Developer (Co-op)   May-Aug 1998

Awards and Recognitions
- Received Individual and Team Achievers Awards (CIBC):
  GL Close (2019), FT-IFRS Program (2012), New York Liftoff GL Migration (2012), Consensio II (2010), Q3 Restatements Group (2010), Consensio-SAN Migration (2009), Currency Weblogic/Actuate HW/SW Upgrade (2009), Actuate Upgrade (2005), AGS Infrastructure Initiative Program (2004), Economic Model Project (2002), Legal Entity (2001), Analytical Bill Reporting Facility (2000)
- Received multiple Client Awards (CIBC):
  "Impact" - Clients expressed thanks for the impact made to projects.
  "On-the-Spot" - Consistently taking ownership of variances on projects and assuming responsibility.

PROJECTS

Amazon Clone | Source: **https://tinyurl.com/y45kypa7/** | Live: **https://tinyurl.com/yxc3h6p9/**
Small E-Commerce Amazon clone site using React and server side & API to process transactions
- Tools/languages: HTML5, JavaScript, CSS, React, firebase

Netflix Clone | Source: **https://tinyurl.com/y4hdotc5/** | Live: **https://tinyurl.com/yxcpd6sk/**
Small site using React and axios to retrieve movie lists
- Tools/languages: HTML5, JavaScript, CSS, React, firebase

Mood-Food-and-Chill | Source: **https://tinyurl.com/y3we86ho/** | Live: **https://tinyurl.com/y22y8l5y/**
Web application using server side & APIs to retrieve movie & food information based on user's mood
- Core responsibilities: developed server-side functions to interact with the APIs
- Tools/languages: HTML5, JavaScript, CSS, Bootstrap, JQuery, 2 APIs (Movie Database, Food By Mood)

EDUCATION

Full Stack Web Development Certificate: University of Toronto School of Continuing Studies, Toronto
  A 12-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)