

## Dustin J. Ledbetter

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### Summary

I am currently a Senior Professional Software Engineer/Developer working for DXC Technology inside Pratt & Whitney. I am the application team leader responsible for ownership and maintenance of critical customer quality systems and applications. I am skilled and experienced in software application design and development with proven technical, organizational, and communication skills. I am interested in software development positions to utilize and expand upon 12+ years of experience in web and app design, front/back-end development, process automation, user experience, and security remediation and prevention. I possess a high aptitude for learning, am resourceful in the completion of projects, and work well on a team or independently.

### Work Experience

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**DXC Technology inside Pratt & Whitney** - Senior Professional Software Engineer      April 2021- Present

- Hold the team leader position and am the subject matter expert for the applications and development team directing other developers and leading meetings for projects. I also participate in the hiring/screening process of new candidates for the team.
- Team application lead on a major full automation project that required changes in a .NET Core and Oracle DB environment that optimized a complex and critical process ensuring 100% accuracy of 24/7 running part cells, reducing the number of scrapped parts, and reducing tickets and user issues by over 75% saving an estimated 150+ production support hours each year.
- Responsible for the day-to-day development, support, and troubleshooting of critical customer quality systems and applications including but not limited to reporting or visualization tools, such as “dashboards”, laboratory information management systems (LIMS), statistical process control tools (SPC), and other manufacturing system applications utilizing a range of different languages.
- General tasks include working to assist the client: Pratt & Whitney at their Columbus GA plant with coding, testing, and debugging computer programs and databases. Analyzing, designing, and writing specifications for the client's computer hardware and software needs. Maintaining and updating a centralized source control repository using Microsoft Visual SourceSafe
- Further tasks include assisting in the identification and resolution of product problems with proprietary programs and complex stored procedures, while creating technical documentation, collecting system information, and performing data analysis.

**Communicorp | a subsidiary of Aflac** - Application Developer Analyst      July 2018- April 2021

- Created a .NET standalone application to automate excel reporting from an internal system with multiple database sources. This project also made use of SQL stored procedures and user restrictions.
- Designed and implemented solutions that utilize storefront database values and API calls to Avalara and to Cybersource Tax Clients for tax calculations on 40+ e-commerce storefronts that sync with SlingShot and Dynamics AX. I also created a web application for a user to find a tax rate based on a provided zip code. The design follows the MVC and Repository patterns
- Helped maintain and continue to refine a dashboard solution for client sites to allow clients to view their inventory levels, details regarding incoming orders, and site traffic volume. This solution was implemented in .NET Core using RESTful APIs and Dependency Injection. The design follows the MVC and Repository patterns
- Worked on a team of two to design and create a complete subscription service for a Pageflex storefront that included storefront code changes, several .NET applications and SQL stored procedures, a portal to display metrics and order history, and AX connection sync work
- Team lead on a project to automate a process that saved 10+ hours of development time each quarter

- Took leadership and responsibility of a small task force team for implementing pentest fixes to a server and all of the storefronts on it
- Continuous work to implement server and storefront upgrades/elevations as needed including several major storefront change upgrades, decommissioning of sites, and server structure changes for new storefront setups
- Primary Developer on a team to address and resolve ADA (American Disability Association) compliance issues utilizing a storefront within an Azure framework
- Maintained documentation and weekly/monthly reports for upper and senior management including a security remediation report and company monthly sales report
- Assumed joint technical responsibility for over 45+ e-commerce sites across multiple platforms utilizing languages and frameworks such as: Responsive HTML, CSS, JavaScript, jQuery, JSON, ColdFusion, ASP.NET, eCommerce and Pageflex frameworks, C#/VB.NET extensions, and API connections while providing technical and application recommendations to IT leadership
- Maintained a centralized source control repository using git with GitBucket and refine departmental best practices for source control use

**Independent Self Employed - Software and Web Developer** December 2015- July 2018

- **C# Unity PC/Mobile Game Development Courses** - Developer
- **W3CSS Peace of Cake Catering Website** - Web Developer
- **PHP Salesforce Project** - Web Developer
- **Java 2 Player Tank Game Version 2** - Software Developer
- **Java 2 Player Tank Game Version 1** - Software Developer

**Melaleuca - Production/Shipping Line Associate** June 2016- October 2017

- Utilized digital technologies to increase production efficiency and improve shipping times.
- Worked with the Smoky Mountain Wildfire Recovery Efforts to deliver life saving supplies.
- Trained with and assisted the helpdesk occasionally as needed.
- Improved skills: project management, team leadership, helpdesk operations and conflict resolution.

**East Tennessee State University - Computer Science Major** January 2013- May 2014

- Completed all minor classes and all but 4 major courses toward Bachelor's Degree.
- Completed the Data Structures and UNIX courses, and basic course on Assembly Language.

**W.E. Phillips Inc. - Web Developer/IT support** September 2012- May 2013

- Designed and developed a website for a new company using HTML, CSS, PHP, and JavaScript
- Ensured security protocols were in place and optimized their Search Engine Optimization (SEO).
- Created documentation for website and company safety standards
- Fully responsible for all tiers of Helpdesk on site

**Web Sites and Major Projects during College** January 2011- June 2012

- **HGW & Associates Website** using HTML, CSS, JavaScript, and PHP - Web Developer
- **MineCraft Home** using HTML, CSS, and JavaScript - Web Developer
- **Wasteland Wanderer's Store** using HTML, CSS, JavaScript, jQuery, and PHP - Web Developer

## Skills Section

.NET Development	High-Level User Experience	Responsive HTML/CSS & JavaScript
API Integrations & Web Services	Oracle/SQL Database Development	Process Automation
Server Remediation/Reporting	e-commerce Development	Great Documentation

\*Full listing of my skills available upon request or by referring to my portfolio website

## Certifications

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- (2) Company provided level 1 and level 2 Security Training July 2021-2023
- (4) ADA Compliance training courses for NVDA and Dragon tools January 2021
- Lean Six Sigma: Yellow Belt certification November 2020
- ISO 9001:2015 Certification from Georgia Tech August 2020
- (6) ADA Compliance fundamental courses June 2020
- (15) Aflac safety and security course certifications 2019-2020
- JavaScript Algorithms and Data Structures Developer Certification on FreeCodeCamp November 2018
- (8) Full Stack Development and Web Design Certifications on LinkedIn Learning Oct-Nov 2018
- Responsive Web Design Developer Certification on FreeCodeCamp August 2018
- Brainbench Certificate in Systems Analysis November 2012
- Certificate in Information Systems Fundamentals May 2011

## Academic Accomplishments

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- East Tennessee State University**, Johnson City, Tennessee 2013-2014  
Completed over 100 credit hours towards a Bachelor of Science, Computing: Information Technology  
- Member of ACM, Association of Computing Machinery and Geo Science Club
- Pellissippi State Technical Community College**, Knoxville, Tennessee 2009-2012  
Associates of Science, Computer Science and Information Technology  
-President and Officer of AITP, Association of Information Technology Professionals club  
-Attended the IETF, Internet Engineering Task Force's meeting in Atlanta

## Volunteer Work

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- ❖ Habitat for Humanity 2020-2023  
- Worked with a team of volunteers to help build a house for a local families in need.
- ❖ Communicorp's Fire Safety Team 2020-2021  
- Help coordinate/implement safety document updates, fire safety tests, and fire safety awareness.
- ❖ Aflac's SmartGreen Group 2019-2021  
- Volunteer and participate in events and initiatives to help keep the environment Eco-Friendly.
- ❖ Keep Sevierville Beautiful 2015-2017  
- Planted new trees, cleaned up roadways, and helped to clean up their headquarters.
- ❖ (ACM) Association of Computing Machinery at ETSU 2013-2014
- ❖ (AITP) Association of Information Technology Professionals club at PSCC 2009-2012  
- President and Officer of the club during the 3 1/2 years I was at PSCC.
- ❖ Salvation Army 2009-2018  
- Setup and Held a charity event, managed drop-off zones, and worked as a bell ringer.

## References available upon request

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