Mark Hogan

504-722-4459 | Mark.Hogan.La@outlook.com | www.linkedin.com/in/MarkHoganInLa | Des Allemands, LA 70030

Professional Summary

Results-driven Senior Software Engineer with over 20 years of experience in IT, specializing in software development, design, architecture, and Agile methodologies. Demonstrated expertise in leading engineering teams, managing complex projects, and driving innovative solutions. Proven track record of achieving zero-outage releases, significantly enhancing product stability and client satisfaction. Proficient in Microsoft .NET, REST/SOAP web services, real-time development, and utilizing CoPilot and AI tools to optimize code quality and efficiency. Adept at designing and architecting robust software systems, and monitoring performance to ensure continuous improvement. Dual Bachelor's degrees in Computer Science and Mathematics. Committed to fostering a culture of continuous learning and collaboration, delivering high-quality, client-focused solutions.

Core Skills

- **Technical Skills**: Microsoft .NET (C#, VB, C++), REST/SOAP Web Service Development, ASP.NET, Microsoft SQL Server, T-SQL, Scripting, Real-Time Development, Multithreaded Development, Microsoft Windows API CoPilot and AI Tools
- **Soft Skills**: Team Oriented, Solid Communicator, Problem Resolution, Quality Assurance, Source Control, Git Flow

Selected Accomplishments

- Led the design and implementation of a Backend for Frontend (BFF) project, transitioning a legacy Windows Presentation Foundation (WPF) application to REACT and C# .NET Core. This modernization enabled clients to use a cross-platform application, leading to an uptick in renewals and a 4% decrease in client cancellations.
- Spearheaded a quality initiative that achieved the first two consecutive production releases with zero "Severity 1" defects, significantly improving product stability and enhancing the company's reputation for quality.
- Automated 100% hands-free system builds for Honeywell Experion and Yokogawa CENTUM VP systems, reducing build times by 50%-75% and eliminating human errors.
- Reduced system refresh cycles from two months to two weeks with Texaco's Managed Desktop Solution.
- Implemented a plant-wide Real-Time SCADA System and Historian using Aspentech CIM/21, achieving 100% visibility of real-time data.

Professional Experience

Accruent | New Orleans, LA | September 2018 – December 2024

Sr Software Engineer / Software Engineering Manager

- Engaged in all aspects of project development, encompassing design, architecture, coding, unit testing, QA testing, and CI/CD pipeline management.
- Spearheaded a Backend for Frontend (BFF) project, transitioning a legacy WPF product to REACT and C# .NET Core, successfully delivering a product prototype within five months.
- Collaborated with the support team to perform root cause analysis on customer support calls, addressing technical debt and resolving client bugs efficiently.
- Implemented best practices to optimize work efforts, enhancing productivity and efficiency by standardizing tasks across multiple systems. This consolidation of issues within the same codebase increased sprint capacity and resulted in more reliable, timely deliverables, providing clients with consistent, high-quality solutions that exceeded their expectations.
- Led a team through product backlog refinement, resolving over 150 issues out of 900 through a methodical review process, improving efficiency by 17%. Prioritized challenges, removed duplicates, closed resolved issues, and classified tasks by function, project, and client. This resulted in a streamlined backlog, enabling comprehensive solutions that met clients' needs and exceeded expectations.
- Achieved the first production release with zero "Severity 1" defects, followed by a second defect-free release, through effective team leadership and process optimization, eliminating release day outages.

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- Implemented SAFe Agile development processes, overseeing PI (Program Increment) & Sprint Planning, Daily Scrum, PI & Sprint Review, and PI & Sprint Retrospective, contributing to overall project success.
- Utilized CoPilot AI to enhance code quality and efficiency by performing code reviews, refactoring, optimization, and documentation. Additionally, leveraged CoPilot to streamline unit test creation and ensure robust software development practices.
- Led and mentored a diverse engineering team of 9 members across different countries and time zones, fostering a culture of continuous learning and skill development while ensuring cohesive and productive collaboration.

General Dynamics Information Technology | New Orleans, LA | February 2016 - June 2018

Sr Computer Systems Analyst

- Acted as Release Manager within a Scrum-based development team, optimizing release processes and minimizing errors.
- Automated release management processes using C#/TFS APIs, Python, JSON, Jenkins/Groovy, and Nexus.
- Ideated and implemented custom TFS report applications and a time sheet management application, interfacing with TFS APIs.

System Management Technologies, Inc. | New Orleans, LA | March 1999 – February 2016

Principal Partner / Lead Full Stack Developer

- Ideated and implemented the IT Works software management solution, pioneering unattended installations of Windows Server and WorkStation. Developed the system to deploy and maintain service packs, client software, settings, and security profiles, automating system builds and significantly reducing technician effort. Additionally, ideated and implemented a suite of system management software, including configuration and management tools, integrated Helpdesk, and system monitoring utilities.

Texaco, Inc. | Wilmington, CA | January 1997 – March 1999

IT Coordinator / Lead Full Stack Developer

- Developed and deployed Texaco Refining and Marketing's Managed Desktop Solution, delivering a fully managed desktop management system. Reduced system refresh cycles from two months to two weeks with the use of a single resource. Implemented comprehensive design and architecting of the solution, ensuring seamless integration and efficient management.
- Created and executed a comprehensive plant-wide Distributed Control System (DCS) using Aspentech CIM/21, integrating real-time data from multiple processing units and previously isolated systems across the entire refinery.
- Engineered real-time data transfer processes between isolated systems and designed a process monitoring and management system with process automation, ensuring continuous operation.

Additional Skills
- **Management Skills**: Agile Development, Project Management, Release Management, Mentoring, Root Cause Analysis, Process Improvement

Education

- **Bachelor of Science in Mathematics** – Nicholls State University – Thibodaux, LA
- **Bachelor of Science in Computer Science** – Nicholls State University – Thibodaux, LA