

Professional Summary

Senior Software Engineer with 20+ years of experience in scalable architecture, Agile methodologies, and CI/CD deployments. A dedicated and results-driven professional committed to delivering impactful , fostering innovation, and driving industry advancements well into the next decade. Skilled in RESTful & SOAP development, Redis caching, and Consumer-Driven Development (CDD). Holds dual degrees in Computer Science and Mathematics, combining deep technical expertise with strategic problem-solving.

Core Skills

- **Technical Expertise & Development:** Microsoft .NET (C#, VB, C++), ASP.NET, Microsoft SQL Server, T-SQL, RESTful/SOAP API Design & Implementation, High-performance HTTP-based RESTful APIs, Real-Time & Multithreaded Development, Microsoft Windows API, CoPilot & AI Tools for Code Optimization
- **Software Architecture & Optimization:** Scalable System Architecture, Redis/Caching Strategies, Consumer-Driven Development (CDD), Continuous Integration (CI/CD), Test-Driven Development (TDD)
- **Leadership & Process Improvement:** Agile Development (SAFe, Scrum), Project Management, Source Control (Git Flow), Root Cause Analysis, Problem Resolution, Communication, Mentorship. Experienced in mentoring and guiding engineering teams across evolving technological landscapes, ensuring sustainable innovation and long-term success.

Selected Accomplishments

- **Scalable architecture transformation:** Modernized a legacy WPF/SOAP system into a scalable, cross-platform React & C# .NET Core solution, leveraging Backend for Frontend (BFF) architecture, RESTful APIs, Redis caching, and Consumer-Driven Development (CDD), resulting in a 4% reduction in client cancellations.
- **Optimized API performance:** Developed high-performance RESTful APIs over HTTP, optimizing scalability, execution speed, and responsiveness through Redis-driven caching and query enhancements.
- **Zero-defect releases:** Led initiatives achieving two consecutive production releases with zero "Severity 1" defects, enhancing reliability, product stability, and strengthening the company's reputation for quality.
- **CI/CD automation:** Automated hands-free system builds for Honeywell Experion, Yokogawa CENTUM VP, and Texaco's Managed Desktop systems, cutting build times by 50%-75%.
- **Enterprise-wide efficiency:** Reduced system refresh cycles from two months to two weeks with Texaco's Managed Desktop Solution, eliminating human errors and improving deployment efficiency.
- **Industrial Automation & Real-Time System Deployment:** Deployed a refinery-wide SCADA System using AspenTech CIM/21, achieving real-time operational visibility, improving data-driven decision-making, and enhancing efficiency across processing units. Integrated isolated systems, enabling seamless monitoring and automation of critical refinery processes.

Professional Experience

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

Sr Software Engineer / Software Engineering Manager

- Guided and developed a global engineering team, fostering continuous learning, collaboration, and skill enhancement while ensuring sustained industry innovation and technical excellence for years to come.
- Architected and implemented a scalable Backend for Frontend (BFF) solution, modernizing a legacy WPF/SOAP system into a frictionless, cross-platform REACT & C# .NET Core product.
- Enhanced performance and execution by integrating Redis caching, optimizing database efficiency, and ensuring seamless responsiveness.
- Applied Consumer-Driven Development (CDD) to streamline workflows and improve usability, contributing to a 4% reduction in client cancellations.

MARK HOGAN

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

- Developed high-performance RESTful APIs over HTTP, improving scalability, responsiveness, and client experience through optimized request handling.
- Implemented caching strategies and database query optimizations, reducing latency and increasing execution speed across critical systems.
- Engaged in full-cycle development, encompassing design, architecture, coding, unit testing (xUnit), QA testing, CI/CD pipeline management, and CDD-based implementation to align solutions with user needs.
- Implemented Scaled Agile Framework (SAFe), managing Program Increment (PI) Planning, Sprint Planning, Daily Scrum, Sprint Review, and Sprint Retrospectives to drive project success.
- Streamlined backlog resolution, increasing efficiency by 17% through prioritization.
- Achieved zero-defect releases, leveraging automated testing & process optimizations.
- Enhanced code quality and efficiency using CoPilot AI, conducting code reviews, refactoring, documentation, and unit test automation (xUnit) to ensure robust development practices.

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

Sr Computer Systems Analyst

- Managed software releases in a Scrum environment, ensuring error-free deployments.
- Automated release pipelines with C#/TFS APIs, Python, Jenkins/Groovy, and Nexus.
- Designed custom reporting tools and a time sheet management system integrating with TFS APIs.

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

Principal Partner / Lead Full Stack Developer

- Developed IT Works Software Management Solution, pioneering unattended Windows Server and WorkStation installations.
- Automated system builds, service pack deployment, and security profile management, significantly reducing technician effort.
- Created a suite of management tools, including configuration utilities, an integrated Helpdesk, and monitoring solutions.

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

IT Coordinator / Lead Full Stack Developer

- Developed and deployed Texaco's Managed Desktop Solution, reducing system refresh cycles from two months to two weeks.
- Implemented plant-wide Distributed Control System (DCS) using AspenTech CIM/21, integrating real-time data across refinery units.
- Designed a real-time process monitoring system, ensuring continuous refinery operation and process automation.

Education & Additional Projects

- **B.S. in Mathematics** – Nicholls State University – Thibodaux, LA
- **B.S. in Computer Science** – Nicholls State University – Thibodaux, LA
- GitHub: github.com/KrazKjn
- Personal Portfolio: krazkjin.github.io/my-personal-blazor-website
- Personal Portfolio: krazkjin.github.io/my-personal-react-website