Mark J. Hogan

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Software Engineering Manager

Results-driven Software Engineering Manager and strategic systems architect with over 20 years of experience leading cross-functional teams and delivering scalable enterprise platforms across industrial, healthcare, and SaaS domains. Proven success in modernizing legacy systems, driving CI/CD adoption, and building maintainable API ecosystems. Committed to advancing technical excellence, growing engineering talent, and contributing impactful solutions for the next decade and beyond.

Architectural Impact & Strategic Design Contributions

- **Platform Modernization & Product Stability** Directed transformation from legacy WPF/SOAP platform to scalable React & .NET Core architecture, implementing BFF design, CI/CD pipelines, and caching—reducing customer cancellations and increasing deployment reliability
- **Engineering Team Enablement** Mentored engineers on backlog triage, defect elimination, and deployment automation—resulting in consistent zero "Severity 1" releases and improved delivery velocity
- **Agile Facilitation & Scaled Planning** Led sprint rituals and Program Increment (PI) Planning across cross-functional teams within a SAFe Agile framework, enhancing feature flow and stakeholder confidence
- **Real-Time Asset Tracking Integration** Delivered REST API infrastructure and backend instrumentation for healthcare asset monitoring—ensuring scalable visibility and performance reliability
- **Resilient Deployment Strategy (SCADA)** Implemented methodical installation workflows for SCADA software and operating systems using custom scripting and disaster recovery logic to safeguard industrial environments
- **QA Automation & Technical Debt Recovery** Applied Copilot-assisted code reviews and CI workflows to elevate code health, reduce support friction, and accelerate modernization efforts

Engineering Delivery Leadership & Execution Methodologies

Agile (Scrum, SAFe) · Sprint Rituals · Program Increment (PI) Planning CI/CD Automation · Zero-Defect Deployment Strategy · Engineering Team Facilitation Scaled Team Collaboration · Test-Driven Development (TDD) · Consumer-Driven Development (CDD) Backend-for-Frontend (BFF) Architecture · Root Cause Analysis

Technical Proficiencies

- **Architecture & Strategy:** Scalable Systems, Distributed Design, Backend-for-Frontend (BFF) Architecture, Modular Integration, Legacy System Transformation, Consumer-Driven Development (CDD), Test-Driven Development (TDD), Hierarchical Configuration Modeling, Caching Strategies
- **Languages & Frameworks:** C#, VB, C++, ASP.NET, WPF, REST/SOAP, React, Blazor (WebAssembly, Razor UI), Entity Framework
- **DevOps Tools & Planning Platforms:** Azure DevOps, Git (Git Flow), Jenkins, Visual Studio, xUnit, Jira, Confluence, TFS Integration
- **Scripting & Automation:** VBScript, PowerShell, Windows Command-line (CMD), Python, Bash
- **Database & Data Operations:** SQL Server, T-SQL, Redis, ORM Principles, Data Migration Strategies, Historical Data Modeling, Log Archival, Performance Optimization
- **Cloud Familiarity & Deployment Context**: Basic deployment familiarity with Azure App Services, CI/CD pipelines, and GitHub-hosted static sites. Knowledge applied in personal and professional projects with intent to deepen platform fluency
- **Industry Domains:** Industrial Automation, Healthcare Technology, Biomedical Asset Management, Enterprise SaaS Platforms

- **Leadership & Collaboration:** Technical Mentorship, Strategic Thinking, Engineering Culture Development, Team Scalability Coaching, Cross-Functional Collaboration, Communication, Delivery Reliability

Professional Experience

Senior Software Engineer | Engineering Manager – Accruent – New Orleans, LA | *Sep 2018 – Dec 2024*

- Mentored globally distributed engineering teams and fostered a culture of scalability, clarity, and performance.
- Oversaw SAFe Agile execution, including PI Planning, backlog grooming, and sprint delivery.
- Guided backend transformation of Healthcare Asset Management system using React & .NET Core.
- Implemented test-driven development (TDD), automated xUnit testing, and code optimization using Copilot AI.
- Collaborated with support for root cause analysis and technical debt reduction.
- Achieved zero-defect release cycles and improved deployment velocity by 17%.

Senior Computer Systems Analyst – General Dynamics IT – New Orleans, LA | *Feb 2016 – Jun 2018*

- Managed release cycles in Scrum environment and automated deployment pipelines using C#, Python, Jenkins, and Groovy.
- Designed TFS-integrated time tracking and reporting systems.

Principal Partner | Lead Developer – System Management Technologies – New Orleans, LA | *Mar 1999 – Feb 2016*

- Architected and deployed IT Works, a modular system management platform for Windows environments. Designed and implemented persona-based automation strategies and refresh cycles to optimize uptime and user experience. Led design of Builder, Servicer, Manager, and Architecter modules, supporting unattended installs and centralized support workflows.
- Created unattended install systems and dynamic configuration utilities.
- Developed integrated Helpdesk, monitoring tools, and real-time feedback modules.

IT Coordinator | Lead Developer – Texaco Inc. – Wilmington, CA | *Jan 1997 – Mar 1999*

- Developed and implemented Texaco's Managed Desktop Solution, cutting refresh cycles from months to weeks.
- Designed a plant-wide Distributed Control System using Aspentech CIM/21 for live process monitoring.

Education

- **B.S. in Mathematics** – Nicholls State University – Thibodaux, LA
- **B.S. in Computer Science** – Nicholls State University – Thibodaux, LA

Websites & Projects

- **LinkedIn Profile:** https://linkedin.com/in/MarkHoganInLa - Professional portfolio showcasing career achievements, technical leadership, and strategic intent for continued impact
- **GitHub Portfolio:** https://github.com/KrazKjn - Repository of real-world projects, architectural samples, and deployment utilities across .NET, scripting, and automation
- **Blazor Personal Website:** https://krazkjn.github.io/my-personal-blazor-website - Component-based SPA built with .NET Blazor and WebAssembly, leveraging Razor UI structure and client-side rendering
- **React Personal Website:** https://krazkjn.github.io/my-personal-react-website - Interactive single-page application using React, React Router, and SPA routing patterns via GitHub Pages deployment