Mark Hogan

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

Professional Summary

Results-driven Software Engineering Manager with 20+ years of expertise in IT, leading high-performing teams and delivering scalable enterprise solutions. Skilled in architecture, execution, and optimizing uptime-focused development. Proven success in RESTful API design, database efficiency, and Agile methodologies (SAFe, Scrum). Strong background in Microsoft .NET, Redis caching strategies, and CI/CD pipeline automation. Holds dual Bachelor's degrees in Computer Science and Mathematics. Dedicated to leading high-performing engineering teams, fostering innovation, and driving impactful results for years to come. Committed to advancing technical excellence and leadership in the evolving technology landscape well into the next decade.

Core Skills

- **Leadership & Agile Methodologies**: Scaled Agile Framework (SAFe), Scrum, Project & Release Management, Mentorship, Root Cause Analysis, Process Improvement. Experienced in mentoring and developing engineering talent, ensuring sustainable innovation and long-term industry success through agile leadership and strategic process optimization.
- **Technical Expertise**: Microsoft .NET (C#, VB, C++), RESTful/SOAP Web Service, API Development, ASP.NET, SQL Server, Real-Time Systems, AI-Driven Code Optimization
- **Development Practices:** Test-Driven Development (TDD), Continuous Integration (CI) & Continuous Deployment (CD), Consumer-Driven Development (CDD), Scalable Architecture
- **Soft Skills**: Communication, Problem-Solving, Quality Assurance, Source Control, Git Flow

Selected Accomplishments

- **Zero-defect releases:** Led initiatives achieving two consecutive production cycles with zero "Severity 1" defects, improving product stability and reliability.
- **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.
- **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

- Led and mentored a globally distributed engineering team, driving continuous growth, collaboration, and innovation across multiple time zones. Fostered a high-performance culture to shape the future of engineering leadership and scalable solutions, ensuring long-term success in an evolving technological landscape.
- Managed SAFe implementation, overseeing PI Planning, Sprint Reviews, and backlog refinement, increasing efficiency by 17%.

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- Spearheaded backend transformation of a HealthCare Asset Management system, successfully delivering a React-based prototype in five months while ensuring code reliability through TDD practices and automated unit testing (xUnit).
- Enhanced code quality using CoPilot AI for optimization, documentation, and automated unit testing.
- Collaborated with support teams for root cause analysis, eliminating technical debt and resolving client bugs.

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: krazkjn.github.io/my-personal-blazor-website
- Personal Portfolio: krazkjn.github.io/my-personal-react-website