

# MARK J. HOGAN

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## Senior Software Engineer & Technical Lead

Experienced and forward-looking Senior Software Engineer with over 20 years designing robust, high-performance systems across SaaS, healthcare, and industrial domains. Skilled in scalable architecture, RESTful service design, real-time systems, and data engineering. Demonstrated ability to integrate scripting, automation, and modern frameworks into maintainable infrastructure. Energetic, strategic, and committed to delivering lasting solutions—and continuing to do so for at least another decade.

## Engineering Strategy & Systems Evolution

- **Legacy System Revitalization & API Design** Modernized a monolithic WPF/SOAP healthcare platform into a scalable React & .NET Core solution using Backend-for-Frontend (BFF) architecture, Redis caching, and RESTful APIs—contributing to a 4% reduction in client cancellations
- **High-Performance RESTful API Development** Engineered optimized HTTP services leveraging Redis caching and refined query logic to reduce latency and improve responsiveness for client-facing platforms
- **Automated Deployment & Configuration Modeling** Built unattended installation logic using VBScript, PowerShell, and CMD to automate complex server deployments; designed inheritance-based configuration models for scalable propagation
- **Zero-Defect CI/CD Execution** Led automation workflows and QA strategies resulting in consecutive zero “Severity 1” releases and a 17% improvement in backlog velocity
- **Biomedical Data Recovery Strategy** Developed scripts to restore corrupted healthcare datasets and resolve ID exhaustion through a 32-bit to 64-bit migration—preserving critical asset continuity
- **SCADA Infrastructure Contributions** Designed refinery-wide SCADA systems (Aspentech CIM/21) early in career, later led OS and SCADA software deployments with disaster recovery planning across industrial environments

## Delivery Practices & Engineering Workflows

Agile (Scrum, SAFe) · CI/CD Automation · Test-Driven Development (TDD) Consumer-Driven Development (CDD) · Backend-for-Frontend (BFF) Architecture Sprint Rituals · Program Increment (PI) Planning · Scaled Team Collaboration Root Cause Analysis · Performance Optimization · Code Health Improvements

## Technical Proficiencies

- **Languages & Frameworks:** C#, VB, C++, ASP.NET, WPF, REST/SOAP, React, Blazor, Entity Framework
- **Architecture & Design:** Scalable systems, BFF, caching, CDD, TDD, hierarchical modeling
- **DevOps Tools:** Azure DevOps, Git (Git Flow), Visual Studio, Jenkins, xUnit, Jira, Confluence
- **Scripting & Automation:** VBScript, PowerShell, Windows CMD, Python, Bash
- **Database & Ops:** SQL Server, T-SQL, Redis, ORM, data migration, archival logic
- **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
- **Domain Knowledge:** Healthcare tech, industrial automation, enterprise SaaS
- **Soft Skills:** Communication, root cause analysis, mentorship, delivery reliability

## Professional Experience

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

- Engineered scalable cross-platform architecture with React, .NET Core, and BFF patterns.
- Developed REST APIs, caching strategies, and UI/backend integrations for healthcare asset tracking.
- Managed xUnit testing, sprint planning, and full-stack delivery under SAFe Agile.
- Reduced support defects and improved code health via Copilot-driven reviews and automation.

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

- Automated build and release pipelines using C#, Python, Jenkins, and Groovy.
- Delivered integrated time-tracking and reporting systems leveraging TFS APIs.

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

- Designed and developed IT Works software including install engine, Helpdesk modules, and monitoring tools.
- Implemented unattended install framework using VBScript and Windows command-line automation.

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

- Created Texaco's Managed Desktop Solution reducing refresh cycles from months to weeks.
- Implemented SCADA/DCS systems for refinery-wide real-time data visualization.

## 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://krazkjin.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://krazkjin.github.io/my-personal-react-website> - Interactive single-page application using React, React Router, and SPA routing patterns via GitHub Pages deployment

Committed to developing resilient platforms, optimizing engineering workflows, mentoring engineers, and delivering lasting technical impact across enterprise systems—for the next decade and beyond.