

AARON W. LAGERBERG

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OBJECTIVE

Offer years of working in the technology field, previous technical support for a large corporate environment, a passion for developing software, and a general knack for computers. Looking to combine my experience, education, and genuine love for technology to provide a satisfying experience for customers and drive productivity.

WORK EXPERIENCE

Microsoft CRM Software Developer

Redmond, Washington

January 2019 - July 2020

- Created Plugins, Workflows, Activities, Entities, Segments, Customer Journeys, Forms, and more for Microsoft's PlayFab CRM instance.
- Performed website changes to Playfab.com and CRM's connected form components.
- Built integrations between CRM and Kusto through the use of Azure data factories and pipelines.
- Kicked off numerous email campaigns for notifying customers of events and surveys.
- Built integrations from outside sources like Zuora in order to create charts in Power BI to visually reflect the recognized revenue and churn for different game studios and titles.
- Created systems to handle live events (Game Developers Conference) in real time using a combination of different technologies.

Applications Used: Visual Studio 2019, CRM, Kusto Explorer, Azure Data Factory, Power BI, Jenkins

Languages Used: C#, VB.net, Kusto, TypeScript, HTML

Microsoft WDG Ops Lab Engineer / Developer

Redmond, Washington

Eng. SYSTEMS Quality R&D

July 2015 - December 2018

- Developed, tested, and implemented a variety of software tools that were used daily by my current group.
- Built the Aries Rework, used to autonomously diagnose and repair different mobile devices. Using this tool my group saw more than 100% efficiency gained over previous methodology.
- Created a dashboard tool with graphs, stats, and special actions. This allowed my team to easily spot, diagnose, and remotely triage problems across all monitored device platforms.
- Set up a SQL database for my tools to communicate and share information with each other in real time. This allowed users to see actions being performed by other tool users in real time, as well as centralized updates.
- Coordinated with different teams to bring in outside tooling for my team's benefit.

Applications Used: Visual Studio 2017, *Windows Test Technologies (WTT)*, SQL Server, Power BI

Languages Used: VB.net, C#, SQL, Powershell

Microsoft Build Engineer

Redmond, Washington

Build Engineer / Sys Admin

October 2014 - July 2015

- Provided day-to-day administrative services in support of the production environment.
- Created new tools to assist with the monitoring and debugging of checkin failures (Checkin Watcher).
- Developed and added new stored procedures to the build team's Statistics database.
- Drove meetings / conferences with developers and production managers concerning the status and ongoing activities surrounding the gates.
- Logged, diagnosed, resolved, and closed bugs.

Applications Used: Visual Studio 2015, SQL Server

Languages Used: C#, SQL, Powershell