

Samuel Ohrenberg

405-919-8972 · samuelohrenberg@gmail.com · <https://github.com/SamOhrenberg>

Proven Technology Leader Driving Modernization and Innovation

Summary

Results-driven software engineering leader with over seven years of experience in full-stack development, IT modernization, and enterprise system transformation. Adept at evaluating emerging technologies, implementing Agile and DevOps best practices, and driving continuous improvement through CI/CD automation. Skilled in leading cross-functional teams, overseeing complex projects, and optimizing legacy systems with modern technology stacks, including C#, Python, Java, and cloud-based solutions. Passionate about fostering collaboration, enhancing security, and ensuring compliance with regulatory standards.

Skills

- **Programming Languages:** C#, JavaScript, Envision Basic Language, Python, Java
- **Technologies:** SQL, ASP.NET Core, ASP.NET MVC, Entity Framework Core, React.js, Angular, HTML, CSS, REST APIs, SFTP, JWT, Git, GitHub, GitHub Actions, Active Directory, Windows Server, IIS, Linux, Apache2, LLM, Agentic AI
- **Development Practices:** Agile (Scrum), Continuous Integration (CI), Continuous Deployment (CD), Change Management, Source Control
- **Project Management:** Team Leadership, Technical Support, Data Analysis, Compliance Reporting
- **Tools:** SQL Server, MySQL, Visual Studio, Visual Studio Code, Self-hosted Runners, Postman, LM Studio, Open WebUI
- **Soft Skills:** Problem Solving, Communication, Team Collaboration, Training and Mentoring

Work Experience

Oklahoma City Community College

DEC 2019 – CURRENT

Positions Held: *Director of ERP Data, Senior Software Engineer, Enterprise Systems Programmer*

- Led a small team in modernizing enterprise applications, implementing CI/CD pipelines, and integrating Agile methodologies to improve project efficiency.
- Spearheaded the gradual migration from legacy ERP systems running on a proprietary programming language to modern, industry standard languages such as C# and Javascript, as well as technologies such as Web APIs, React, .NET, PowerAutomate, and more.
- Co-chaired data governance committee working towards the implementation of system-wide data integrity, security, and compliance for student, HR, and financial aid applications.
- Established structured change management processes, optimizing software development lifecycles and minimizing disruptions.
- Implemented Git-based source control, significantly improving collaboration, version tracking, and deployment reliability.
- Led cross-functional initiatives integrating third-party solutions, enhancing institutional processes such as emergency communications and admissions automation.
- Collaborated with other departments to develop and maintain critical regulatory reports, ensuring compliance with state and federal requirements.
 - Served as the primary technical support for the ERP system, addressing issues related to student admissions, course setup, financial aid, payroll, benefits, budget updates, purchase orders, and requisitions.
- Regularly resolved urgent technical Issues, restoring critical services impacting college compliance, Including Oklahoma Teacher Retirement calculations, 1098T distributions, and State/Federal Enrollment and Financial Aid reporting.
 - Trained new developers on proprietary scripting languages with limited documentation and contributed to the development of new software solutions.

Projects:

Experience Portal

- **Objective:** To enhance a vendor-provided application by creating custom React components that improve user experience and functionality for students and staff.
- **Role:** Lead Developer
- **Technologies Used:** React, REST APIs
 - **Achievements:**
 - Successfully extended the vendor-provided application with new features, reports, and functionality.

- Improved data accessibility and user experience for students and staff.

Experience API

- **Objective:** Led the planning and development of the Experience API, an ASP.NET Core Web API designed to provide an interface between new components built in the new Experience Portal and various network and cloud systems, such as databases, network drives, and Web APIs.
- **Role:** Lead Developer
- **Technologies Used:** ASP.NET Core 6, SQL Server, GitHub Actions, JWT, Colleague SDK for .NET, Rest APIs
- **Achievements:**
 - Implemented CI/CD pipelines with GitHub Actions and Self-hosted Runners for seamless deployment.
 - Secured the API with signed JWTs for user authentication and role-based authorization.
 - Utilized Agile project management with a small team of developers to effectively distribute the workload and ensure timely delivery of updates.

Student Admissions Software Integration

- **Objective:** Create a synchronization layer between student admission software and our central ERP systems in order to automate the student creation process and reduce the wait time between student admission and enrollment from 24 hours to within five minutes.
- **Role:** Sole Developer
- **Technologies Used:** C#, SFTP, REST APIs, Student Management System
- **Achievements:**
 - Successfully automated the student creation process.
 - Reduced the wait time for student admission and enrollment from 24 hours to within five minutes.
 - Enabled immediate enrollment of students in classes upon admission.

Budget Entry Portal

- **Objective:** Developed an ASP.NET MVC application replacing an obsolete financial tool, optimizing budget data entry and approval processes.
 - **Role:** Sole Developer
- **Technologies Used:** ASP.NET MVC, Active Directory, Windows Server, IIS
 - **Achievements:**
 - Successfully implemented the project from conception at the start of Q1 to completion in time for the budget entry process at the beginning of Q2.
 - Reduced load times for the process by one-half using more optimized search and caching processes that were not present in the legacy system.
- Provided a seamless transition from the legacy system to the new system with no loss of functionality.

Apex Systems (Part Time)

AUG 2024 – CURRENT

Positions Held: *Contract Applications Developer for Dell Technologies*

Responsibilities:

- Used LM Studio and Python for automated analysis of helpdesk notes and call transcripts, enhancing data accuracy and documentation.
- Built and maintained PowerBI reports to provide both high-level insights and drill-down views for leadership and support teams
- Support and maintain a Java-based WebAPI, ensuring seamless data access for an Angular Web Application
- Collaborated with stakeholders to refine reporting metrics and drive continuous improvement in data quality.

The Ninety-Nines, Inc.

JAN 2020 – CURRENT

Positions Held: *Volunteer Web Developer*

Projects:

Annual Meeting Credentialing

- **Objective:** Developed a comprehensive web application to streamline the registration process for the annual business meeting of The Ninety-Nines, Inc.
- **Role:** Sole Developer
- **Technologies Used:** Angular, .NET C# Core Web API, Entity Framework Core, MySQL, GitHub Actions, Linux, Apache2
 - Engineered a user-friendly, responsive Angular Single Page Application for member registration with an admin portal for member management, data exportation, and content updates.
 - Developed a robust ASP.NET Core Web API backend to handle registration, data management, and secure credential generation.
 - Implemented import/export functionality for member data to streamline administrative tasks.
 - Set up and configured a Linux web server with Apache2 to host the application.
 - Established a continuous deployment pipeline using GitHub Actions and a self-hosted runner to ensure secure and automatic deployment of updates.
 - Utilized open-source technologies to minimize ongoing maintenance and hosting costs for this non-profit organization.

Apex Systems / Dell Technologies

JULY 2013 – DEC 2019

Positions Held: *Software Engineer, Client Technical Lead Specialist, Contract Technical Support Specialist, Contract Universal Agent*

Responsibilities:

- Began as a contract-based helpdesk agent and climbed the ladder to become a supervisor overseeing a team of 40-50 direct reports belonging to different groups, such as Subject Matter Experts, Tier 1 Agents, Mobility Agents, and a small team of part-time application developers.
- Designed and maintained software solutions optimizing IT support operations, reducing manual workload by over \$200K annually, leading to the development of a dedicated Software Engineer position based on business need.

Projects:

Service Desk Reporting Dashboard

- **Objective:** Automated IT helpdesk reporting, improving response time and data accuracy.
 - **Role:** Sole Developer
 - **Technologies Used:** C#, ASP.NET MVC, MS SQL Server, Active Directory
 - **Achievements:**
 - Saved over \$200,000 annually by reducing manual reporting efforts.
 - Eliminated thousands of man-hours by automating the reporting process.
 - Increased reporting availability from weekly to next day.
 - Reduced errors and inconsistencies in reports, ensuring reliable data for decision-making.

Average Handle Time (AHT) Tracker

- **Objective:** Developed a real-time call tracking application to improve agent performance and reducing handle time.
- **Role:** Sole Developer
- **Technologies Used:** C#, Win Forms, MS SQL Server, Exchange Web Services
- **Achievements:**
 - Reduced average handle time by over two minutes in agents that used the tool versus agents that did not
 - Became a required tool for agents on performance improvement plans to utilize daily

Personal Projects

AboutSamuel.com

- Currently in early development, with the primary focus on building an AI-driven chatbot experience.
- Collaborating with my wife, who designed the user interface, while I developed the backend API and the Vue-based frontend.
- Researching and developing a pseudo-agentic system integrating multiple LLM models with custom logic to create a more in-depth and personalized chatbot.
- Experimenting with full-stack technologies and AI-driven user interactions.

Education

Oklahoma State University Institute of Technology

JAN 2018 - DEC 2020

Bachelor of Technology in Information Technology, Software Development Focus

GPA: 3.61

Honors: Magna Cum Laude