

Andrew Heroux
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BA Computer Science - Saint John's University (2021)

Professional Summary

Software Engineer with 5+ years of overall experience building and supporting internal business applications, including 3+ years of custom C# development, Salesforce, and SharePoint. Work primarily on back-end systems, using REST APIs to build and maintain integrations between platforms, with intermediate-level experience across full-stack development, including database design, MVC application development, and UI implementation. Over the past year, I have independently completed several large, business-critical projects, ranging from service rewrites and platform migrations to full application builds and large-scale data archival. I am experienced in the responsible use of AI tools to improve product quality and reduce the time and effort to complete my work. I have a personal interest in scientific and technical software development and enjoy learning and exploring these areas outside my professional work.

Software Engineer, Wenger Corporation

May 2022 - Present

- Support/enhance six applications/platforms for the company, maintaining integrations through REST APIs
 - Salesforce, Order Acquisition (C#), OppExchange (C#), SharePoint, ISO Docs (C#), FreightRating (C#)
- Support integration between Salesforce and Epicor (ERP)
- Lead development for new OppExchange application (C# MVC)
 - Designed and built OppExchange, a complete replacement for a legacy Order Acquisition system
 - Architected a table-driven, user-maintainable platform with a full maintenance suite, enabling product managers to update and create screens without developer involvement
 - Owned the entire application stack, database design, EF-Core data models, MVC controllers, and UI
 - Improved performance over the legacy system using caching and asynchronous server calls
- Lead development in file storage and sharing project utilizing Salesforce and SharePoint
 - Built API integration to set up file storage in SharePoint based on Salesforce projects
 - Set up SharePoint to be searchable using APIs, indexing, filtered views, and C#
 - Built an issues management solution in SharePoint that is integrated with Salesforce through API
 - Built a 'toolbelt' of PowerShell scripts to maintain SharePoint through API
- Lead SharePoint archival for 1.3 million files, ensuring searchability of the archive on a network drive
 - Used SharePoint API and PowerShell to download and automatically categorize files
 - Built an extensive logging and a separate validation script to ensure all files were archived
- Developed and support Customer Service center in Salesforce
 - Created a solution that integrates communication channels into Salesforce for case management
 - Set up custom case routing logic to ensure cases are prioritized automatically
- Supported update from Salesforce Classic to Salesforce Lightning
 - Reimplemented existing customizations to run in the updated Salesforce Lightning environment
 - Worked with business QA testers to ensure functionality

IS Systems Developer, Federated Insurance

June 2021 - May 2022

- Supported PolicyCenter application
- Communicated with project analysts to understand and verify requirements for continuous development
- Supported operations to ensure uptime and customer satisfaction

Computer Science Lead Teaching Assistant (TA), Saint John's University

August 2018 - May 2021

- Managed TA staff and schedules
- Graded assignments and coached students on concepts to enhance learning
- Designed a first-of-its-kind tutoring plan for online labs to accommodate COVID restrictions

Applications Development Intern, Securian Financial

May 2020 - August 2020

- Participated in SCRUM ceremonies and learned agile software development with SCRUM masters
- Reviewed existing code to help automate customer profile changes
- Coded new feature, performed unit/integration tests, and deployed code to QA test environment

Research Fellow – Computer Generated Music, Saint John's University

May 2019 - August 2019

- Developed working examples of my research
- Analyzed data produced from the music software and made changes as necessary