

<b>Shawn Axsom</b>	<b>C#, JavaScript</b>
<b>Software Engineer</b>	
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Indianapolis, Indiana 46228	812.797.8840

## SKILLS

<b>EXCEPTIONAL:</b>	C#   .NET Framework   Design Patterns   Agile Development
<b>PROFICIENT:</b>	JavaScript   AngularJS   Node.js   MongoDB   jQuery   REST   SOAP   Perforce   Git   UML   ERD   Microsoft SQL Server   WPF   Linux   Python   Amazon Web Services
<b>KNOWLEDGEABLE:</b>	Scrum   Agile   Leadership   TDD   Unit Testing   Continuous Integration   CRM Systems   Telephony   Call Centers   Microsoft Lync   Salesforce.com

## EXPERIENCE

<b>Interactive Intelligence</b>	Indianapolis, Indiana   March 2014 – present
<i>Team Lead, Software Engineer – Integrations Team</i>	

**Lead of 9 employees and contractors, and project lead of Workforce Management Integration with third party vendors.**

- ❖ Developed Workforce Management integration, allowing full customization of statistical calculations via JavaScript and consisting of reusable architecture.
- ❖ Developed solution to route Salesforce.com tickets to appropriate agents, including using MSMQ to improve service resiliency.
- ❖ Created team calendar and scheduling web application with JavaScript, AngularJS, Node.js, and MongoDB. Integrates to JIRA and Outlook, allowing scheduling work for recurring events.
- ❖ Interview candidates for open positions within current team.
- ❖ Implemented grass-roots mentorship program option for 400+ developers. Attend all new hire onboarding and education meetings to represent the development department.

<b>Interactive Intelligence</b>	Indianapolis, Indiana   July 2011 – March 2014
<i>Software Engineer – Integrations Team</i>	

**Lead developer on integrations with Microsoft Lync, and engineered a new plug-in architecture and created plug-ins for CRM integrations.**

- ❖ Managed development of integrations with Microsoft Lync. Created bi-direction, multi-threaded service to synchronize user status across systems.
- ❖ Developed plug-in architecture for future integrations, providing a framework for standardized configuration, web service support, and to enable cloud capabilities.
- ❖ Engineered configuration service following Bridge pattern, using reflection to populate plug-in configuration data dynamically with minimal knowledge by consumers.
- ❖ Created API web service for REST and SOAP that allows consumers to access customer information, account, and case information in Salesforce.com and similar CRMs.
- ❖ Crafted a virtual machine deployment application to speed up developer's workflows by lowering time to deploy custom binaries in a test environment.
- ❖ Participated in technical phone interviewing committee, conducting over 60 interviews.
- ❖ Participated in a fully agile environment, practicing Scrum in one of the only agile groups in the company.
- ❖ Mentored new developers through the iBud program.
- ❖ Hosted weekly technical presentations.

**Intus Technologies**  
*C#.NET Developer*

Indianapolis, Indiana | March 2010 – July 2011

***One of two core developers that converted main product from Access VBA to C#.NET and SQL Server. Lead developer of \$100,000 project with a California bar association.***

- ❖ Conceptualized a system to create dynamic automatic emails, only requiring a simple SQL Server function for new template types.
- ❖ Reused dynamic automatic email system to create ability to send virtually any report in the application with a simple XML specification.
- ❖ Crafted and inspired new code generation programs for the creation of standard SQL Server stored procedures and C# business classes, drastically reducing new development time.
- ❖ Reengineered a month-end accounting posting process, utilizing Excel PivotTables to reconcile and export invoices, cash receipts, and refunds.
- ❖ Devised an elegant Excel project tracking system, praised by clients and adopted for other core projects.

**Information Systems Experts, Inc.**  
*ERP Consultant, BPCS*

Carmel, Indiana | June 2008 – March 2010

***Consultant developer for the BPCS manufacturing ERP system, and manager of all aspects of employment for four programmers. Updated clients in daily meetings.***

- ❖ Oversaw ERP website integration project to process customer purchases and returns.
- ❖ Created internal billing system using ASP.NET for time entry and invoicing our clients.

**Tree Management Systems**  
*Lead Software Developer*

Ellettsville, Indiana | MAY 2006 – JUNE 2008

***Lead developer and technical support representative for tree management package, phone call tracker, and appointment scheduler.***

- ❖ Developed an application to optimize routing paths of scheduled work crews, utilizing the Microsoft MapPoint API.
- ❖ Integrated software with the QuickBooks accounting system to export invoices, payments, and journal entries automatically.
- ❖ Supported and enhanced tree crew management software in VBA for Access, and rewrote portions of the software in C#.NET.

## EDUCATION

**Indiana University, Kelley School of Business**  
Masters of Science in Information Systems

Bloomington, Indiana | May 2008

**Indiana University, Kelley School of Business**  
Bachelors of Science in Business, Concentration in Information Systems

Bloomington, Indiana | July 2007

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