Christopher Harmon

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Experienced Object Oriented application developer for web and console based applications as well as customizations to Enterprise Resource Planning (ERP) systems and proprietary systems. Skilled in all phases of the software design and development lifecycle including business analysis, use cases, test cases, data modeling and project management. Information Technology background experience in multiple business sectors: fire & water cleanup & restoration service, non-profit low income housing and assisted living facilities, lower limb prosthetic manufacturing and airfield lighting systems manufacturing.

**Education**

**Bachelor of Science, Computer Information Sciences,** Ohio State University, Columbus, OH, 2003

**Experience**

**SERVPRO Industries, Inc.** - Gallatin, TN **10/2008 - Present**

**Applications Developer/Architect**

**Technology: Visual Stuido 2008, Visual Studio 2010, .NET framework 4.0, .NET Framework 3.5, VB.net, C#, Windows Commuication Framework (WCF), Window Presentation Framework (WPF), SQL Server 2008, Team Foundation Server 2010 (TFS), LINQ, soapUI, loadUI, Groovy (java), XML, VBA, IIS 6.0, IIS 7.0**

**Application Developer**

* Developer for a maturing franchise service management product line that transitioned from MS Access with interop (COM) .NET WinForm controls to .NET WinForm with SQL Server 2005 to Windows Presentation Framework (WPF) client using the Model-view-view-model (MVVM) architecture and Windows Communication Framework (WCF) server connecting to SQL Server 2008.
* Designed and documented the integration between the existing franchise management system and the new franchise management system for transferring job related data.
* Lead status meetings, code reviews, cross-training and knowledge share meetings with the development group as well as created/hosted .NET training for developers.
* Supported franchise service management product line and integrations with other systems.

**Business Analyst**

* Introduced and mentored business owners, project managers, business analysts, and developers to Object Oriented Analysis and Design (OOA&D) in order to correct problems and adjust processes with existing software analysis and design processes.
* Lead meetings with business owners, project managers, business analysts, and developers to begin the process of defining the business processes, system processes, and system infrastructure as well as lead and supported the initial construction of the project abstract, context diagram, state transition diagram, use cases, and test cases (both client and server).
* Documented the infrastructure of existing corporate and franchise systems to identify integration points and impacts of adding new product line applications into the environment.

**Quality Assurance**

* Evaluated stress and load testing software products.
* Set up server stress tests and load tests for evaluating performance to identify software bottlenecks, hardware limitations, and data volume related issues.

**National Church Residences** - Columbus, OH **07/2003 – 10/2008**

**Systems Analyst**

**Technology: Visual Studio 2003, Visual Studio 2005, .NET framework 1.1, .NET Framework 2.0, ASP.NET, VB.NET, C++, HTML, DHTML, XHTML, XML, CSS, JavaScript, VBScript, SQL Server 2005, Reporting Services, Crystal Reports 9.0, Classic ASP, VBA, IIS 6.0**

**Application Developer**

* Designed and developed web application systems to support all business needs from financial to inter-departmental operational management for all departments and divisions within the company (Accounting, Asset Management, Compliance, Construction, Housing Operations, Human Resources, Information Technology, Legal, Property Management and Support Services).
* Created corporate web application interface standards, coding standards, object library and documentation standards.
* Supported 38 corporate proprietary systems, HR systems and General Ledger systems.

**Business Analyst**

* Analyzed business operations to design system solutions and business operational changes using Object Oriented Analysis and Design (OOA&D).
* Facilitated restructuring of corporate standards, processes and policies.

**Project Management**

* Self-managed all development projects, department software upgrades and corporate operational changes.

**System Administrator**

* General support of Domain Controllers, Web Servers, File System Servers, Database Servers and Application Servers.

**Ohio Willow Wood** - Mt. Sterling, OH **Summer/Winter 2002**

**Web Developer/Systems Analyst – (Co-Op)**

**Technology: SQL Server 2000, Classic ASP, HTML, DHTML, XHTML, JavaScript, VBScript, CSS, Delphi, ColdFusion, VB6, C++, IIS**

**Application Developer**

* Designed and developed web based IT Operations Management System (inventory, support, project tracking), web based reports for Marketing, and warranty printing/tracking system.
* Supported company and consulting team in the upgrade of ERP software.

**System Administrator**

* Purchased, configured, and migrated servers from Windows NT to 2000.
* Implemented Active Directory, Exchange 2000, ColdFusion, SQL Server 2000.
* Supported SQL Server 6.5, ERP (Epicor eBackOffice & eFrontOffice).

**Siemens Airfield Solutions** - Columbus, OH **Summer/Winter 2000 & 2001**

**User Support Specialist/Web Developer/Database Engineer – (Co-Op)**

**Technology: Classic ASP, ColdFusion, HTML, DHTML, XHTML, JavaScript, VBScript, SQL Server, VB6, VBA, IIS**

**Application Developer**

 Improved proprietary ERP/MRP EOB and Work Order performance and reliability.

* Designed and developed EOB monitoring application, IT Support Tracking system, Corporate Intranet Site, Corporate Internet Site and web based financial reports.
* Created training program and trained departments to update content on corporate intranet.

**User/Network Support**

* Supported hardware, software and network items (printers, LAN, and phones).