

# Charles E. Ross

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<https://github.com/chivalry>

## SKILLS

- Full stack web development and Salesforce org administration using Lightning Web Components with JavaScript, Apex, HTML, CSS, and SOQL
- Python deployment to web using Flask framework
- FileMaker Pro (versions 2-20, including FileMaker Server) app deployment to macOS, Windows, iOS, and web
- FileMaker plugins: ScriptMaster, BaseElements, xmChart, SmartPill PHP, 360Works Email
- AppleScript automation
- Objective-C++ deployment to macOS FileMaker plugin
- PHP app deployment to web using CakePHP framework
- Cocoa app deployment to macOS
- Xojo app deployment to macOS and Windows
- MySQL and PostgreSQL as back end stores for desktop and web apps
- XML, XSLT, and JSON for data exchange between internal client apps and external services
- UI/UX design with various tools (HTML/CSS, FileMaker, Xcode, Xojo)

## ACHIEVEMENTS

- Arctic Code Vault Contributor - February 2020
- Mars 2020 Helicopter Contributor - April 2021

## EXPERIENCE

### Developer & Proprietor, Chivalry Software      2004 Present

- Built custom apps for clients for macOS, Windows, iOS and the web, including:
  - Served on development team that built a Salesforce AppExchange administrator utility for managing complex permission sets
  - Lead developer, DevOps manager, and application architect for a custom CRM web app using the Salesforce's Lightning Platform
  - Internal FileMaker modules for a FileMaker consultancy used across client projects
  - Gamified training app for iPhone allowing salespeople to confirm training level while competing with each other for points
  - Employee candidate assessment app for iPad administering personality tests for HR evaluation
  - Employee candidate tracking app for macOS that integrated automatic texting during hiring process
  - Accident tracking iPad app for amusement park
  - Web-based survey app with administrative interface to customize available questions and retrieve results
  - Internal support ticket app for iOS with desktop administrative console and new ticket announcements sent to Slack
  - File conversion app for accounting department to translate POS sales data into QuickBooks format
  - Invoice tracking and submission system that sends electronic invoices directly to electronic payment system
- Administer client servers, including FileMaker Server, Salesforce orgs, macOS and Linux-based servers, and Heroku
- Provide consulting to guide technology decisions

## **Writer/Editor, Various Publications    2000 Present**

- Blog posts regarding FileMaker, Salesforce and general programming skills
- Performed technical editing of *Xcode 5: Start to Finish*
- Performed technical editing and wrote two chapters of *The Book of FileMaker*
- Wrote programming tutorial series for *About This Particular Macintosh* using AppleScript as the student language
- Wrote programming tutorial series for *About This Particular Macintosh* using FileMaker as the student language
- Wrote article for *Macworld Magazine* about integrating FileMaker and Apple's Calendar app using AppleScript

## **Manager of Software Development, Bert Howe and Associates    2007 2008**

- Developed custom in-house applications to track litigation progress
- Provided technical support for existing applications
- Made technology recommendations based on corporate needs

## **Manager of Information Systems, JobElephant.com    2006 2007**

- Wrote custom in-house app to handle all business operations, including employee and client access
- Automated data exchange with vendor services
- Maintained internal macOS based server running database, file, mail, chat, web, backup, directory, and calendar services
- Provided IT support and training for employees

## **Developer, Productive Computing    2003 2004**

## **Senior Developer, Metro Technologies    2000 2003**

## **Manager of Information Systems/Database Analyst, Direct Partners    1993 1999**

## **Manager of Information Technologies, Grey Advertising    1993 1996**

## **INDUSTRIES**

- Academia
- Accounting
- Amusement Park
- Education
- Entertainment
- Graphic Design
- Legal
- Mortgage Brokerage
- Manufacturing
- Occupational Certification
- Publishing
- Real Estate Management
- Retail

## **EDUCATION**

University of California Los Angeles — Mathematics with Specialization in Computing

## CERTIFICATIONS

- Certified FileMaker Developer
- Salesforce Superbadges:
  - Apex Specialist - February, 2021
  - Lightning Experience Specialist - February, 2021
  - Security Specialist - February, 2021
  - App Customization Specialist - March 2021
- Python (Basic) - April, 2020
- JavaScript (Basic) - April, 2020
- JavaScript Algorithms and Data Structures - May, 2020
- Responsive Web Design - May, 2020
- Git and Github Beginner to Expert - June 2021
- GitHub Ultimate: Master Git and GitHub - Beginner to Expert - June 2021
- Mastering Bash Shell Scripting - June 2021

## COMMUNITY

- Open source projects:
  - Creator of structured-flask, a starter project for Flask with common extensions
  - Creator of alexandria, a starter project for FileMaker with common modules and custom functions
  - Maintainer of FMEasyAudit FileMaker module for automating audit trails
  - Contributor to Flask, Werkzeug, Flask-Bcrypt, Flask-Dotenv, and flask-starter
  - Creator of filemaker.vim, a Vim plugin to support FileMaker calculations
  - Creator of filemaker-textmate-bundle, a TextMate extension to support FileMaker calculations
  - Contributor to Vim, a popular text editor
  - Contributor to SimpleImage, a PHP library
  - Contributor to UltiSnips, a Vim plugin to support TextMate-like snippets
- Mentor at Exccercism's Python and JavaScript tracks
- Moderator on FMForums.com
- Member of FileMaker Developers in Southern California
- In top 10% of Stack Overflow users
- Den Leader, Awards Chair, Merit Badge Councilor with Boy Scouts of America for 10 years
- Tutor for Heart of Los Angeles for 2 years
- Programming mentor with FIRST for 1 year
- Kindergarten Sunday school teacher for 2 years
- Vacation Bible School volunteer for 2 years