Christopher Laing

Summerville, SC 29485

christopher.laing1984@gmail.com

540-335-4803 | [LinkedIn](http://www.linkedin.com/in/christopher-laing-81bb8624)

**Professional Summary**

Full stack developer/architect with over 10+ years of professional experience in architecting and implementing software solutions for large enterprise organizations. Proficient in C#, .NET, SQL, PowerShell, SharePoint, Power Apps, Power Automate, and Power BI, with special emphasis on data engineering, integration, and robust report and dashboard development using Agile methodologies. Strong analytical and problem-solving skills with a focus on delivering high-quality, user-centric solutions that deliver lasting business value.

**Professional Experience**

**Software/Data Engineer (2022 - Present)**  
*iDox Solutions, Inc., North Charleston, SC*

* Develop and maintain middleware integrations using SQL and PowerShell scripts for data extraction, transformation, and loading (ETL) processes for structured, semi-structured, and unstructured data between mission critical and customer-facing systems.
* Design and implement C# applications within the .NET framework for backend services and data processing.
* Modify and enhance existing console applications to incorporate client-specific customizations, improve performance, troubleshoot and resolve critical issues.
* Design, develop and maintain Power BI reports and dashboards to provide key business insights and track key performance indicators (KPIs) through collaboration with data scientists and key stakeholders using CRISP-DM and other Agile practices.
* Implemented data integration strategy using BMC Control-M enterprise scheduler, PowerShell, and Power Automate to stream clean datasets to Power BI dashboards in SharePoint.
* Perform in-depth data analysis, profiling, wrangling, munging, and transformation using Oracle SQL Developer and SQL Server Management Studio, including developing complex SQL queries for data extraction, cleaning, and aggregation.
* Use data governance principles to improve data quality by identifying and resolving data inconsistencies, optimizing data structures and expanding data models to maximize the capture of relevant data points.
* Ensure adherence to compliance standards including ISO 9001, NIST 800-171 and other relevant regulations.

**Key Achievements:**

* Developed a suite of 16 interactive Power BI dashboards, which provided improved visibility on Service Level Agreements (SLA) to leadership enabling them to make informed decisions in near real-time, ultimately improving SLA metrics.
* Expanded structured data models from XML integrations, significantly increasing available data points for more comprehensive insights.
* Automated numerous payroll processes, saving hundreds of staff hours through custom scripting and workflow enhancements.
* Migrated hundreds of PL/SQL queries to T-SQL, facilitating platform consistency and maintainability.
* Refactored legacy C# applications to use stored procedures, enhancing security, modularity, and performance.
* Awarded for excellence in solution delivery by client, U.S. Department of State.

**Cloud Engineer (2020 - Present)***Freelance*

* Design and deploy lightweight applications using C#, .NET Core, and MVC architectures.
* Proactively expand cloud capabilities through hands-on labs and self-paced learning in Azure, AWS, and Databricks environments.
* Develop lightweight data visualizations using Power BI for usage monitoring and reporting.
* Designed CI/CD pipelines using Azure DevOps for automated testing and deployment of cloud applications.

**Product Owner, Epic Owner, Business Process Analyst (2015 - 2022)**  
*The Boeing Company, North Charleston, SC*

* Led Agile ceremonies and PI planning events as Product Owner, supporting a team of 8 developers across multiple program increments.
* Developed web forms and internal .NET applications to automate manual processes and improve operational efficiency.
* Created SQL-based reports using T-SQL, SSIS, and SSRS to deliver near real-time insights for leadership.
* Gathered requirements, authored user stories, and managed backlogs to drive solution development for cross-functional teams.
* Served as Application Administrator for enterprise systems and developed standardized work instructions and training materials.
* Delivered demos and reports to leadership, translating technical outcomes into business impact.

**Key Achievements:**

* Authored user stories through advanced requirements gathering, contributing to process improvements that reduced costs by millions annually.
* Built a custom web application for the decorative paint shop to track parts, reduce delays, and enhance visibility for shipping timelines.
* Automated multiple access request workflows, reducing onboarding time and administrative workload by hundreds of hours annually.
* Developed a portfolio of reports using SSIS and SSRS to empower leadership with timely operational metrics.
* Co-led multiple PI Planning events, successfully aligning development teams with evolving business priorities.

**Education**

**Bachelor of Operations Management, Magna Cum Laude (2011) (GPA: 3.84)**  
*American Intercontinental University*

**Certifications**

* Software Development Certification (Capella University) (GPA: 4.0)
* Azure Databricks Platform Architect (Databricks)
* Databricks Fundamentals (Databricks)
* Generative AI Fundamentals (Databricks)
* Azure Fundamentals (Microsoft)
* Certified SAFe® 6 DevOps Practitioner (Scaled Agile Framework)
* Certified SAFe® 6 Scrum Master (Scaled Agile Framework)
* Certified SAFe® 5 Product Owner/Product Manager (Scaled Agile Framework)
* Six Sigma Yellow Belt (GoLeanSixSigma.com)

**Technical Skills**

* **Languages:** C#, SQL (T-SQL, PL/SQL, ANSI), PowerShell, Python, Java, JavaScript, C, Visual Basic 6.0, VBA
* **BI & Reporting:** Power BI, SSRS, SSIS, Oracle SQL Developer, SQL Server Management Studio
* **Cloud & DevOps:** Azure, Azure DevOps, Git, REST APIs
* **Frameworks & Tools:** .Net Core, .Net Framework, MVC, Visual Studio, Visual Studio Code, XML, JSON, HCL Leap, InVision Studio
* **Methodologies:** Agile, SAFe, CRISP-DM, SDLC

**References**

Available upon request.