Cortez Xavier Mack

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Summary

Highly adept and well rounded technology professional whose primary attributes are a keen sense of teamwork coupled with the ability to learn and adapt in challenging environments. Extensive experience in project management, technical writing & documentation, and hands-on software engineering for both in-house systems and customer facing applications. Maintains a consistent and verifiable reputation with senior management, business stakeholders, and peers, as someone who can identify root issues and provide effective solutions. Education priority focused on cultivating communication techniques, critical thinking, and problem solving skills. Takes an active and ongoing interest in advancing personal and technical skills through self study, formal education and supplemental training. Throughout my career I have successfully integrated with teams having highly diverse backgrounds and personalities, as both a peer and team lead, by striving to be a consummate professional and a personable colleague.

Education

University of Illinois at Chicago   Chicago, Illinois   Jun. 2012 – May. 2015
Master of Engineering, Computer Science Specialization
  • Standard coursework: Engineering Law, Intellectual Property Law and Project Management. Extensive research and written analysis of case briefings, court decisions, and product development.
  • Technical electives: Big Data Analysis, Object Oriented Design, Relational Data Modeling, SQL Scripting, Design Patterns
  • Final G.P.A. 4.0
Technical Environment: Linux, Windows (via Virtual Box), C++, SQL, Java, JavaScript, Hadoop, Pig
University of Illinois at Chicago   Chicago, Illinois   Sep. 1996 – Dec. 2001
Bachelor of Science, Computer Engineering
  • Standard coursework: Data Structures, Algorithms, Digital Systems, Circuit Design, Digital Systems Design
  • Technical electives: Software Engineering, Artificial Intelligence, Object Oriented Design
Technical Environment: C, C++, Java, Unix, Shell Scripting, Assembly, HTML

Professional Experience

Independent Contractor   May. 2016 - Present
Title: Consultant
Technical Environment: SQL, Python, Java
Key Projects & Accomplishments:
  • Created data extraction & transformation tools for billing department Reduced billing errors by 60%. Improved processing time by 75%

- Developed product features and technical direction for mobile training application for personal coaching client
- Created data dictionary & system documentation for accounts payable group

Vivid Seats   Chicago, Illinois   Mar. 2014 – Feb. 2016
Title: Senior Software Engineer / Product Owner (Back-Office Systems)
Technical Environment: Java, Python, Stripes Web Framework, MySQL, Agile Process, Git
Key Projects & Accomplishments:
- Lead systems analyst for broker and ticket management portal. Develop user stories for engineering team development work
- Led refactoring Ticket Delivery Portal. Reduced ticket delivery errors by 15%
- Led system migration/integration from FedEx to UPS delivery API
- Led system design of customer service on-line chat system.
- General system troubleshooting. Discovered root cause of several issues resulting in 10% reduction of user billing complaints

Redbox (via Geneva Technical Services)   Oakbrook, Illinois   Apr. 2013 – Dec. 2013
Title: Technical Systems Analyst
Technical Environment: .NET web application stack, MS SQL Server, SOA, Sharepoint
Key Projects and Accomplishments
- Served as primary liaison between business stakeholders and engineering team to define/refine business requirements into technical requirements.
- Representative of business and technical teams during QA testing and user acceptance reviews
- Developed data models, algorithms and system API requirements
- Coordinated scope of work, dependencies, and project schedules between multiple technical teams for concurrent projects
- Developed system documentation meeting company uniform standard
- **Redbox Customer Loyalty System (Rental Reward Point, Customer Wishlist, Facebook Integration)**
  - New initiative to retain high-value renters and to transform mid level customers to high-value renters
  - Developed work-flow models for external system API integrations
  - Initiative resulted in doubling email click through rates and a 15% increase in basket size
- **Redbox Enterprise Product Catalog**
  - Designed user work-flow for system API functionality and UI layout
  - Liaison between purchasing team and internal developers (Web,/Mobile/Kiosk) focused on developing system and API functional and technical specifications
  - Developed product categorization feature which reduced requests for Kiosk merchandising changes from a four week delay to (near) real time.
  - Worked with external metadata vendor to develop solution to available product images being duplicated in UI, improving customer experience
- **Redbox OpenAPI (Web Service Based Product Catalog, Customer Management**

System, Redbox Video Streaming Service)
- Primary technical analyst for technical issues and system improvements
- Write technical documentation for external partners vendors internal integrators
- Identified root cause and provided technical solution for critical customer synchronization issue

TransUnion   Chicago, Illinois   Dec. 2012 – Apr. 2013
Title: Technical Analyst 3
Technical Environment: Java, Struts Framework, Oracle, Ab-Initio
Key Projects & Duties:
- Java developer for internal web based credit profiling applications
- ETL developer for daily batch processing and online data feeds

Panduit   Tinley Park, Illinois   Sep. 2007 – Sep. 2012
Titles:
Software Design Engineer (Managed Network Group)
Application Developer 3 (Corporate IT)
Technical Environment: Java EE(JBoss), SVN, Hibernate, C#, SNMP, Pentaho/Jasper Reports, MySQL, Endeca (Oracle CMS)
Key Project & Accomplishments
- Lead developer for reporting module of Panduit Infrastructure Management software
  - Created system documentation for internal and external report developers
  - Led architecture, refactoring and development of existing reporting system. Decoupled report development from code release cycle. Report delivery time improved from quarterly to (3) days, on average
  - Improved runtime performance of reporting queries by 25% by refactoring existing SQL
  - Partnered with sales engineers to develop proof-of-concept modules. Resulting work instrumental in securing new partnerships with existing and prospective clients
  - Worked as systems analyst with field engineers to identify root cause issues and develop ad-hoc and/or long term solutions
- Member of application development staff
  - Served as team lead with junior developers , offshore resources, and systems support and QA staff to implement new product features and to resolve production support issues & bugs
- Redesign of Panduit corporate website (www.panduit.com)
  - Lead developer of C# and SOAP web services
  - Participated in requirements gathering from internal & external stakeholders
  - Planned and developed back-end systems integration and data interfaces
- Developed system improvements and performed general maintenance of Panduit Preferred Partner website

Hewlett Packard / Knightsbridge Solutions   Chicago, Illinois   Jul. 2003 – Aug. 2007

Titles: Application Development Team Lead, Senior Consultant, Software Engineer
Technical Environment: C#.NET, SQL Server, Oracle, C, C++, Unix Scripting, Ab-Initio, Informatica
Key Projects & Duties:

- Lead developer and systems analyst for install and roll-out of enterprise time, expense and billing system
    - Lead architect and developer for data migration/integration effort with 3rd party system
    - Led and mentored 5 member development team, assigning tasks and monitoring project progress
    - Collaborated with (C-Level) management staff to gather and refine business requirements.
    - Designed and developed custom internal applications for financial and resource allocation teams.
    - Perform database administration duties for SQL Server install and migrations
    - Named technical MVP for leading development team in getting critical accounting system on-line and operational for internal resources and external customers ($7,000,000 in monthly transactions)
    - Received multiple citations through internal bonus program for assisting field consultants and internal financial staff to quickly resolve technical system issues by root cause fixes or ad-hoc workarounds
- Senior data integration consultant for Fortune 500 clients (Telcom, Financial, Insurance)
    - Served as senior ETL developer for financial recovery data warehouse, improving data load times by 400% and data translation error rates by 75%
    - Led team of analysts in refactoring of legacy "C" system to Ab-Initio data graphs improving data loading runtimes
- Member of internal training staff in new hire "orientation / boot-camp"
    - Lead instructor for relational data modeling, SQL scripting, UNIX command line fundamentals
    - Teaching assistant with principle staff for ETL development tool fundamentals

Technical Skills

Experienced: Educational Research, Object Oriented Design, Data Modeling, SQL Scripting, Design Patterns, Web Services
Intermediate: Java, Javascript, Hibernation, Networking Fundamentals, Oracle/MySQL, C#, Python
Training/Coursework: Struts, SNMP, JSP, Android Development, Game Development, C++, Java EE, Shell Scripting

Supplemental Education and Training

Game Institute @ www.gameinstitute.com
Online program covering C++, game design, game mathematics, DirectX, Object

Oriented Design
Completed coursework link: https://secure.gameinstitute.com/transcript/?id=20417

10gen @ education.10gen.com
Coursework covering MongoDB (NoSQL) for Java developers and system administrators
Certificate Links:
- MongoDB for Java: https://s3.amazonaws.com/edu-cert.10gen.com/downloads/aa0bb130426f410d8f604f5760f9442c/Certificate.pdf
- MongoDB for DBAs: https://s3.amazonaws.com/edu-cert.10gen.com/downloads/225562c7111248bf8992ef1f29c82f37/Certificate.pdf

University of Maryland, College Park & Vanderbilt University (via coursera.org)
Mobile Cloud Computing with Android - Signature Track
- Programing Mobile Applications for Android
- Pattern-Oriented Software Architectures for Android
- Beginning Game Programming with C#
- Certificate Links: https://www.linkedin.com/in/cortezxaviermack

Other Certifications
- Designing & Implementing Desktop Applications with Visual C++
- Designing & Implementing Distributed Applications with Visual C++
- Ab-Initio Fundamentals
- Networking Essentials
- Informatica Power Center Basics