# David Bobeck

## Software Engineering and Development

Full stack developer experienced with full SDLC. Comfortable working with customers and vendors as well as interacting with service and sales individuals. Scrum Alliance certified. Detail oriented, self-motivated and pleasant to work with. I can work alone, but I prefer working with a team.

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## Genesys Telecommunications Laboratories, Inc.

2016 - present

POSITION

**Team-Lead, Cloud Operations**

DESCRIPTION

Architected operationally stable $10 million per month SaaS billing platform with 24/7 call sorting and rating ETL pipeline. Deployed multi-threaded asynchronous background job service for increased pipeline scalability and efficiency. Designed contract management UIs for the BizOps team. Coded variance reports and itemized exports for the finance and cloud billing teams. Deployed diagnostic dashboards for the CloudOps team. Integrated SureTax for determining customer owed taxes for consumed US telephony services. Designed daily graphs and monthly reports of usage stats for customer awareness. Engineered roles management providing authorization to gated UI features for internals, partners, and customers. Designed premise subscription billing extensions with concurrent usage counting logic. Added SSO via Okta.

TECHNOLOGY

Ruby on Rails, RSpec, Sinatra, MongoDB, Redis, Javascript, AJAX, jQuery, HTML/CSS, Sidekiq, Salesforce, ServiceNow, Highcharts, Ubuntu, AWS (S3, EC2, SQS), CI/CD using GitHub + CodeShip + Jenkins

## Interactive Intelligence, Inc.

2014 - 2016

**POSITION** — **Senior Software Engineer, Cloud Operations**

**DESCRIPTION** — Continued as the primary developer for the company's Small Center product. Ported the codebase from C# to Ruby on Rails to remove our dependency on Mono and to simplify build and deployment complexity. Designed distributed, job-centric services in C# used to push/pull product data to/from Windows servers running in the company's data centers.

**TECHNOLOGY** — C#, ASP.Net MVC, Mono, Ruby on Rails, Knockout, Sinatra, MongoDB, Redis, GitHub, Javascript, AJAX, jQuery, HTML/CSS, Bootstrap, Sidekiq, AWS (S3), Twilio

## Interactive Intelligence, Inc.

2012 - 2014

**POSITION** — **Software Engineer, Cloud Operations**

**DESCRIPTION** — Joined a team that developed web applications for hosted (SaaS) customers including... *QuickSpin* – a sales tool for customer demos. *MyCloud* – a customer portal with billing metrics and system monitoring. *Small Center* – a customer facing Interactive Voice Response (IVR) editor for small company contact centers.

**TECHNOLOGY** — C#, ASP.Net MVC, Mono, Javascript, AJAX, jQuery, HTML/CSS, Bootstrap, Windows, Perforce

## Interactive Intelligence, Inc.

2010 - 2012

**POSITION** — **Software Engineer, Client Applications**

**DESCRIPTION** — Participated in a re-write of the company's core product administration application targeting two client offerings in one, desktop and web.

**TECHNOLOGY** — C#, WPF, Silverlight, MVVM, Windows, Perforce

## Interactive Intelligence, Inc.

2009 (1 year)

**POSITION** — **Software Engineer, Internal Applications**

**DESCRIPTION** — Maintained and enhanced the company's internal ticketing and issue tracking system.

**TECHNOLOGY** — C#, ASP.Net, SQL, WCF, Entity Framework, Perforce

## Precise Path Robotics                                                    2008 (1 year)

*POSITION*        **Senior Software Engineer, Development**

*DESCRIPTION*     Developed Human Machine Interface (HMI) for the company's robotic greens mower. The project included mowing parameter configuration, path planning, animation, and multi-threaded communications to other system processes. The HMI was coded with C# using .Net winforms, and was deployed on-board a Linux OS using the Mono cross-platform CLR interpreter. This software was demonstrated to the State of Indiana's 21'st Century program, which helped procure $1 million in funding.

Developed the mower's green training process and state supervisory process (state machine) using C++ on Linux.

Coded supporting tools/utilities to aid the development process. These tools included an inter-process message logger (C++), a live data viewer (C++), and a plotting tool to graphically represent data captured by the logger (C# winforms).

Developed desktop software for golf course superintendents to configure their mowers offline using a weekly schedule. This software was coded in C#/WPF and was demonstrated at the Golf Industry Show (GIS 2009).

*TECHNOLOGY*      C++, C#, WinForms, WPF, MVVM, Mono, Windows, Subversion

## Hurco Companies, Inc                                                    1989 - 2008

*POSITION*        **Senior Software Engineer, Engineering**

*DESCRIPTION*     Designed and developed desktop and machine interfaces using Windows technologies. Developed and added 3D visualization and path planning behaviors to the company's flagship milling and lathe products. Integrated machine tool logic with realtime software controls used to drive the machines.

*TECHNOLOGY*      C++, Win32, GDI, MFC, Windows, OpenGL, TFS