

Don Potts

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Highly motivated Full-stack software developer and information technology support engineer with over 15 years of experience developing software in C#, Delphi, and other programming languages. Administered and performed maintenance on computer systems, printers, check scanners, cloud IaaS and SaaS, Cisco routers, VPNs, and other networking equipment. Also provided expert technical support for all products and services.

EXPERIENCE

Software Developer / IT Support Engineer

May 2001 - Jan 2024

Profituity LLC, Remote

- Specialized in Delphi for robust application development, using the VCL and custom components.
- Migrated legacy Delphi applications to modern Delphi and .Net platforms, ensuring seamless transition and enhanced performance.
- Developed and maintained complex Delphi-based client/server systems, optimizing them for scalability and reliability across various operating environments.
- Implemented advanced Delphi database connectivity, utilizing FireDAC, and UniDac for high-speed direct access to SQL databases.
- Crafted intricate Delphi GUIs, leveraging the rich component library and TMS Software for intuitive and responsive user experiences.
- Conducted comprehensive Delphi code reviews and refactoring, adhering to best practices and design patterns for maintainable code.
- Created custom Delphi components and DLL's to interface with Delphi, VB, C#, and C++.
- Created custom Delphi utilities to automate payment processing functions.
- Co-administrated with the Director of Technology for Dynamics 365, Microsoft 365, NetSuite, Salesforce, IIS, and Azure-related services
- Deployed, configured, and maintained virtual machines on Azure cloud, AWS EC2, on-premises VMware, VirtualBox, and Hyper-V hosts
- Implemented SQL Server replication and mirroring between multiple data centers and the cloud to achieve 100% uptime
- Produced SQL Server Reporting Services servers for reporting analytical and customer data to merchants and executives
- Provided SQL Server database administration functions
- Enhanced database performance, implemented recovery procedures, performed performance tuning, and conducted regular backups and maintenance
- Generated SQL Agent jobs, SSIS, CLR extended stored procedures, functions, stored procedures, and schemas
- Developed custom software applications and APIs using Delphi, C++ Builder, Visual Studio, HTML, JSON, XML, JavaScript, Java, SuiteScript, OSQL, DevExpress, Telerik, ABP, SyncFusion, .Net, and Microsoft Azure Service offerings
- Designed and created REST, Web API, WCF, MVC, ASP.NET, SOA, Entity Framework, ORM, ISAPI, SOAP, WSDL, client/server, and n-tier systems
- Ensured technical and functional designs meet business requirements
- Bridged unmanaged Delphi, C++, and WIN32 API code with managed C# code for complete interoperability

- Programmed and configured check scanners from Cannon, MagTek, Digital Check, RDM, Panini, and Ingenico
- Integrated third-party APIs with SQL Server, IIS, and custom applications
- Created support utilities, scripts, and applications for backend processing systems
- Performed platform testing and debugging, documenting bugs, and providing code fix recommendations and security best practices
- Added features to a merchant PHP Cake website and fixed bugs from the previous implementation
- Developed the Electronic Reporting front-end and back-end website for customer reporting in ASP Visual Basic scripting
- Created the Merchant Reporting front-end and back-end website in .Net using C# and the DevExpress DevExtreme component set
- Designed and built a VeriFone C/C++ application with check scanner integration to process verification and POP ACH transactions
- Configured and deployed Samsung Galaxy Tab Android devices to merchants for check verification and POP ACH transactions
- Used LinqPad to create and validate C# code scripts and applications for back-end automation
- Performed daily transaction processing functions (10 billion plus dollars with 100% accuracy), executive file review, customer transaction requests, and transaction limit validations
- Automated processes and legacy software applications to reduce errors and save thousands of dollars and man-hours
- Worked more than 50 hours a week to ensure everyone was covered in case of an issue
- Implemented clustered E2E encryption for SQL Server data and files on disk between the data center and Amazon EC2
- Acted as company head when supervisors were on vacation or company retreats
- Covered all aspects of business operations when executives were in meetings or quarterly planning sections
- Assisted the support department with software and hardware customer support

EDUCATION

Completed GED, US Navy instructor school, US Navy basic electronics and electricity, US Navy advanced electronics, US Navy soldering, US Navy test equipment operation, calibration, and repair. Earned US Navy NEC 0746, 0747, and 9502 job codes. Designated Master Training Specialist for receiving 12 continuous months of outstanding instructor evaluations when teaching electronics and advanced systems.

SKILLS

SQL Server, Automation, Adaptability, Leadership, Management, Communication, Strategic thinking, Problem-solving, Decision-making, C#, Delphi, HTML, JSON, XML, JavaScript, Visual Basic, C/C++, DevExpress, SyncFusion, Telerik, ABP.io, Notepad++, SQL Azure, PostgreSQL, Oracle, MySQL, Access, FoxPro/dbase, SQLite, InterBase, Microsoft 365, Dynamics 365, Microsoft Azure, Linux, macOS, iOS, Android, Windows Desktop, Windows Server, Blazor WASM, Maui, Xamarin, Visual Studio Code, Visual Studio, PHP, Java, Objective C, Swift, Python, JetBrains, LinqPad, Sencha, Cosmos DB, MongoDB, FireBase, ChatGPT, Prompting, Microsoft Semantic Kernel, Open AI, LangChain, Gemini, Co-Pilot, AWS, Salesforce, NetSuite

LICENSES & CERTIFICATIONS

MCTS SQL Server 2005

Microsoft

MCTS SQL Server 2008, Implementation and Maintenance

Microsoft

MCTS SQL Server 2008, Business Intelligence Development Implementation and Maintenance

Microsoft

MCITP Database Administrator 2008

Microsoft

HONORS & AWARDS

Master Training Specialist

US Navy