

SOFTWARE DEVELOPER

ACTIVE SECRET CLEARANCE

Adaptable IT professional with over 5 years of software development experience in Java. Agile project manager who collaborates with cross-functional teams to deliver software development initiatives and strategic plans within deadlines. Driven self-starter who integrates technical acumen with a creative approach to help businesses and customers thrive.

AREAS OF EXPERTISE

- Iterative Software Development
  - Solutions Implementation
  - Web Design
  - IT Project Management
  - Cross-team collaboration
- Customer Service & Support
  - Systems Thinking
  - Automated & Manual Testing
- Code Coverage Tracking
  - Regression & Feasibility Tests
  - Data Analysis & Visualizations

TECHNICAL TOOLS & SKILLS

- Databases, Tools, & Architecture:

Microsoft Power BI • Amazon Web Services • Microsoft SQL Server • SharePoint • Microsoft Azure • Kibana • Splunk • Drupal • Git
- Programming Languages:

Java • HTML 5 • CSS • JavaScript • Python • SQL
- Application Frameworks:

Microsoft Power Apps • Sencha Ext JS

PROFESSIONAL EXPERIENCE

- DEFENSE INFORMATION SYSTEMS AGENCY (Fort Meade, MD)
- Computer Scientist | Software Developer Role

2010 – 2024
- Spearhead critical projects and programs strategically. Maintained organization’s Customer Support Portal and engaged with stakeholders to improve the application. Champion several initiatives, including Microsoft Power platform development, SharePoint site management, and Power BI report management. Managed software testing programs for modeling and simulating network devices and traffic scenarios. Drafted business intelligence (BI) reports for technical leaders and site owners. Wrote test plans, report bugs, track issues, run functional tests on software releases, and provide customer support. Delivered customer-centric, data-driven changes that worked.*
- Migrated Customer Support Portal from the MS Power platform to the ServiceNow application in 2023
  - Maintained and updated a Customer Support Portal, running on Microsoft Power Platform, for over 3 years
  - Managed organization’s 3 SharePoint websites for customers, and maintained site access groups, for over 3 years
  - Built and delivered 5 Power BI reports for DISA customers, in 6 months, to monitor mission critical devices across DISA’s cloud network in 2023. Delivered updates to those reports in 2023-2024, resulting in 9 total reports.
  - Led a team of 3 to collect data to calculate latency across a global DOD network
  - Saved 2 hours during the testing of each JCSS beta release with automated testing tools that focused on its user interface and monitored code coverage
  - Developed and implemented 40 SmartBear TestComplete scripts to test uncommonly used JCSS GUI features
  - Over 5 years of Java experience. Used SQL and Java Business Intelligence library to provide BI reporting features for application owners, and used a JavaScript library to develop widgets for network performance users

EDUCATION & CREDENTIALS

- UNIVERSITY OF NORTH CAROLINA CHARLOTTE
- Master of Science, Information Technology, May 2010
- Bachelor of Science, Computer Science, May 2008

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