

Derek Giovanni

Software Engineer

Granite Bay, CA - Email me on Indeed: [indeed.com/r/Derek-Giovanni/97200d0157515e79](https://www.indeed.com/r/Derek-Giovanni/97200d0157515e79)

Authorized to work in the US for any employer

WORK EXPERIENCE

Software Engineer

CSRA - Sacramento, CA - March 2005 to April 2017

Led and managed multiple software development projects simultaneously while acting as liaison between law enforcement customers and development engineers.

- Supported teams and served as project lead on large statewide DOJ, highly secure databases, identifying root cause

database connectivity issues by reaching out to multiple agencies.

- Led the effort to build custom SQL reports for customers on a daily basis.
- Provided constant 24/7 system and software support for DOJ mission critical applications and databases.
- Provided fiscal end-of-year analysis of server hardware and software making recommendations for upgrades and cloud solutions.
- Provided full software development lifecycle solutions including requirements gathering and refinement through detailed interaction with customers on use cases for enhancements and future development.
- Planned and designed large enhancements and features through mock-ups and iterative design meetings with technical team and stakeholders.
- Managed dynamic website development using ColdFusion, Microsoft SQL, JavaScript, jQuery, MooTools, HTML, JSON

and XML. Designed and executed test plans for developed features, component testing and feature testing. Finalized,

software development documents and trained law enforcement customers on any and all features and enhancements.

Environment tools - Adobe Dreamweaver, Eclipse, CFEclipse, Sublime Text, Microsoft SQL Server Management Studio,

Microsoft Word, Microsoft Excel, Microsoft Visio, Adobe Photoshop, Redmine

Source Control - Perforce

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Support Engineer / System Administrator

ViaNet Communications - Mountain View, CA - January 2002 to December 2003

- Managed web server room for web service provider.
- Maintained company servers, created customer accounts, assigned database accounts, created and managed email accounts. Provided administration for services including email, DNS, Apache, PHP, and MySQL.
- Handled customer calls 24/7 - troubleshooting problems and resolving complex technical issues.
- Built server machines for customers, and installed services per server specifications.
- Assisted the billing department by running monthly bandwidth and disk usage reports.

Network Operations Engineer

ValiCert, Inc - Mountain View, CA - February 2001 to January 2002

Created servers for customers to run test applications and deploy them within a secure environment for customers

including credit card companies.

- Installed Solaris OS on machines for testing and production, created user accounts and set up test environments to allow easy navigation throughout the operating system, and hardened machines for security.
- Set up a networking environment, which consisted of two Cisco routers, two Cisco switches, and five hosts.
- Performed periodic check of data centers to test application availability.
- Provided change control assistance when an application or machine required modification.

Support Engineer

Hurricane Electric - San Jose, CA - February 2000 to February 2001

- Managed the network operations centers at two server farm facilities, and helped customers resolve technical issues.
- Provided tier 1 support to small business customers
- Built websites for external customers and provided technical support
- Responded to customer concerns; de-escalated and resolved problems

QA Engineer

Academic Systems - Mountain View, CA - October 1999 to October 1999

to 1/2000

- Created test documents based on analysis and understanding of the application.
- Performed various Blackbox tests and worked with the development team to create a quality product.
- Trained employees to successfully perform Blackbox testing for new products.

Co-op

IBM, Storage Systems Division - San Jose, CA - June 1998 to August 1999

- Used SAP R/3 to track material movement from inspection to the manufacturing line.
- Updated and monitored computer hardware and software to meet Y2K compliance.
- Compiled monthly report to measure service levels for two departments.

EDUCATION

BS in MIS

San Jose State University

August 2000

ADDITIONAL INFORMATION

- BS Business/MIS
- 12+ years of experience developing confidential and secure SW applications - with system layers required to achieve optimal performance and security
- Experience reviewing, recommending, evaluating and integrating enterprise technologies, vendor hardware and software products with complex operating systems, layered products, and secure multi-tiered architectures
- Experience developing and maintaining sophisticated data encryption and decryption for secure systems
- 12+ years of experience in the development of mission critical software solutions using software engineering,

database development, and systems administration

- 12+ years of experience providing project leadership and technical expertise to technical software development teams

in support of DOJ and law enforcement customers on intranet websites

- Experience managing the development of complex, highly confidential databases and systems with complex suites of

applications, gateways between an enterprise networks and wide area networks

- Experience leading and mentoring teams engaged in the entire software project lifecycle including conceptual design,

data models, estimates, project tasks, schedule and deadlines

- Experience using database management software, performance utilities, and system management software to

develop, monitor, update, and maintain complex systems and

- Highly skilled in analyzing data and systems to find solutions to complex technical problems

- Experience prioritizing multiple project priorities and workloads effectively and efficiently to achieve project goals

- Experience writing proposals and white papers for migration to cloud-based solutions.

- Excellent written, verbal and interpersonal communication skills

- Able to work in a fast paced, high expectation, highly dynamic team environment

Experience developing IT strategy and support for gateways, web services and system interfaces using:

OS: Windows Client / Windows Server, DOS, Linux, Unix, BSD, Solaris

Database: MS SQL Server [...] MySQL, MS Access

Languages: PHP, ASP, SQL, HTML, XML, JSON, JavaScript, jQuery, MooTools, ColdFusion

Tools: Adobe Dreamweaver, Eclipse, CFEclipse, Sublime Text, Microsoft SQL Server Management Studio, Microsoft

Word, Microsoft Excel, Microsoft Visio, Adobe Photoshop, Redmine

Source Control - Perforce