JAMES D. MYERS II

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PROFESSIONAL SUMMARY

Software development professional with 20 years of Information Technology experience in the **healthcare, telecommunications** and **accounting industries.** Strong emphasis on development and implementation of new technologies and API's.

- Demonstrated ability to manage and develop new functionality to increase client revenues and improve the customer experience
- Strength in building relationships at the management level and facilitating communications across client and technical teams to identify and deliver solution
- Proven track record in learning new development languages and adapting to new technologies
- Experienced in SaaS and Agile development methodology

TECHNICAL SKILLS

LANGUAGES
- C#, PHP, JAVA, Visual Basic, JavaScript (React), MySQL, SQL, HL7, FHIR, HTML, CSS

PLATFORMS
- .NET, UNIX, LINUX

SOFTWARE
- AWS, Docker, Jira, Microsoft Visual Studio, Eclipse, Microsoft SQL, MicroStrategy, MIRTH

CERTIFICATIONS
- AWS Certified Cloud Practitioner

PROFESSIONAL EXPERIENCE

AKAMAI, ATLANTA, GA (2018-2020)
ENGAGEMENT MANAGER
Focused on maximizing customer satisfaction, retention and growth by building strong customer relationships, driving value reinforcement and adoption of products and services, and managing technical teams to deliver integration solutions.
- Central point of contact for Fortune 500 customers with a combined ARR of $10MM, serving as the escalation point for success resolution of operational issues
- Responsible for program and technical account management, creates and maintains operational controls and tracks performance metrics and delivery schedules
- Leads all program/project meetings and client business reviews

PURSUANT HEALTH, ATLANTA, GA (2017-2018)
SENIOR SOFTWARE ENGINEER
Responsible for the design, development and support of a consumer facing healthcare application in a **LAMP** stack environment.
- PHP Full Stack Developer
- Working with a digital sign partner, architected a solution to displaying ads in the core application
- Migrated applications to new PHP MVC model
- Used Docker, AWS, GIT, Bitbucket and WordPress to design and develop custom solutions for clients
- Created new queries and data manipulations using MySQL for testing and upgrading

INGENIOUS MED, ATLANTA, GA (2013-2017)
SENIOR SOFTWARE ENGINEER
Responsible for the design, development and support of the healthcare revenue cycle management application.

- C# .NET Full stack developer
- Used Mirth and SQL stored procedures to integrate HL7 messages from Epic, Cerner, Allscripts, MediTech and other registration, EMR, and Billing systems into the application
- Modified and developed new and existing functionality using Visual Studio 2015 (C# and JavaScript)
- Customized MicroStrategy to integrate with LDAP platform using java plugins to validate users and access control
- Worked with BI team and customers to architect dashboards and metrics for healthcare data
- Determined HIPAA compliance for tracking user access of PHI during reporting
- Developed application solutions compatible with multiple versions of Windows and Chrome platforms
- Used agile methodologies to estimate story points for development sprints

COMMSOFT, RENSSELAER, NY (2009-2012)
SENIOR SOFTWARE ENGINEER
Contract development engineer responsible for day to day support and development of new system functionality.

- Developed and implemented provisioning functionality for cable, wireless and landline telephone voicemail services
- Created integrations for new switch interfaces, configured radius servers and ISP platforms
- Performed reconciliation audits and implemented fixes across multiple platforms

HO SYSTEMS/VERISIGN/CONVERGYS, SAVANNAH, GA (1997-2009)
MANAGER, ENGINEERING (2002- 2009)
Reporting to the VP of Switch Engineering, managed a team responsible for the design, development and implementation of Switch Engineering applications

- Promoted to manager, responsible for building and leading a team to migrate the legacy system to a Java/ Oracle NextGen system. Oversight and management of all R&D and implementation for project
- Lead the team responsible for developing and maintaining switch provisioning programs for Ericsson, Lucent, Motorola, and Northern Telecom switches and provisioning programs for Glenayre and Lightbridge voice mail platforms
- Designed and developed new applications to improve the platform performance and customer experience

SWITCH ENGINEER (1997-2001)
- Provided day to day support for Switch Engineering API's for Tier 2 and Tier 3 wireless carriers
- Designed and developed new API's and new functionality within the convergent billing system
- Performed Quality Assurance Testing and post implementation testing for Switch applications
- Trained technical support team members to provide Level II Support

EDUCATION
Western Carolina University   Cullowhee, NC
Bachelor of Science, Business Administration   Major: **Computer Information Systems**