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|  | **OBJECTIVE**  To obtain a position with an innovative company where I can use my 19 years of software engineering experience to develop innovative, user-friendly, business-focused technology solutions. |  | **EDUCATION**  University of North Carolina at Wilmington - Bachelor of Science in **Business Systems**, 1998 |
|  | **EXPERIENCE** Software Developer, Honda Aero, Inc. | 2013 - Present SSIS, SSRS, ORACLE, SQL SERVER, C#, ASP.NET, TFS, PL/SQL, IFS, TELERIK  Currently serving the role of *Software Developer* specialized in the development of internal/external interfaces, ETL processes, reports, data integration, custom web applications and modifications to in-house ERP (IFS). Accomplishments  * Designed and developed several external/internal interfaces using SSIS, C#, SQL Server, Oracle and SFTP. * Designed and developed dashboards for production assembly status, shipment statistics and part availability planning. * Reporting expert for internal and external reports using SSRS and SAP Crystal Reports integrated with IFS 8 ERP application, SQL Server and Oracle 11g. * Customize in-house IFS ERP application to suit specific business process needs. * Partner with the end users to gather and document business requirements, conduct process analysis, and draft conceptual & technical design documents. * Provide user assistance and direction for ad hoc data reporting. Develop reports using custom BI reporting environment. * Assess the impact of software updates/patches and provide proposals for applying them effectively. * Work with users and IT members to troubleshoot reported problems pertaining to application software. * Provide orientation and training to end users for all modified and new systems. * Write and maintain IT Policies/documentation and other duties as requested.  Product Engineer, Interact Public SafetyWinston-Salem, NC — 2008-2013 PROJECT MANAGEMENT, PRODUCT DESIGN, PRODUCT MANAGEMENT Served the role of product owner in an Agile with scrum development methodology environment. Responsible for the guidance, direction and design of Interacts next generation of public safety software products. Accomplishments  * Collaborated with the end users to gather and document business requirements to draft conceptual design documents. * Created functional specifications and software design documentation based on business requirements. * Designed next generation Computer Aided Dispatching software products for Windows and the web. * Transformed business, market and public safety customer requirements into executable user stories for engineering. * Validated product functionality according to market and product requirements. * Provided constant source of competitive research, product knowledge, product features/benefits and demos to Sales and Marketing to enable effective selling. * Assisted with design and implementation of improved product development processes. * Interfaced with program management and engineering teams to facilitate new product development. * Provided in-house training in the effective use and configuration of company used software.  Software Engineer II, Interact Public Safety  Winston-Salem, NC — 2008-2013C#, ASP.NET, SQL SERVER, GIT, CONFLUENCE, WCF  Responsible for the maintenance and enhancements of the CAD web application and the CAD timer windows service/messaging application. Accomplishments  * Completed backlog of reported bugs and enhancement requests. * Decoupled code and added data layer. * Added AJAX functionality to data controls. * Added insert/update/delete capabilities to the CAD web application. * Documented new features and coordinated production releases. * Used cutting edge technology to create a dashboard product that interfaced with real time CAD data (Silverlight/Expression Blend). * Practiced Agile development methodologies.  Web Developer and Web Content Manager, GMAC InsuranceWinston-Salem, NC — 2007-2008 ASP, HTML, TEAMSITE, SQL Responsible for the development and maintenance of [www.gmacinsurance.com](http://www.gmacinsurance.com) (same apps still used) and intranet web portals. Accomplishments  * Promoted to lead internet/intranet developer. * Trained users in web content management system. * Coordinated GMAC insurance internet marketing campaigns. * Maintained GMAC insurance quote and policyholder web applications across multiple product lines. * Monitored and reported web usage statistics to executive personnel. * Primary web portal administrator. * Develop by wireframe.  Web Application Developer and DBA (VB.NET/MSSQL),  The Todd OrganizationGreensboro, NC — 2006-2007 VB.NET, VBA, ACCESS, MSSQL, ASP.NET Responsible for the development and maintenance of internal web applications used by the sales team. Primary reports developer and database administrator. Accomplishments  * Designed and created Client-Prospect Pipeline internet application. * Designed reporting application from various data sources. * Implemented built-in application security log in using Active Directory. * Trained field system users. * Maintained and enhanced existing web applications. * Maintained several SQL Server databases and performed optimization functions.  Application Developer and DBA, Wilson-Cook Medical MFG.Winston-Salem, NC — 2005-2006 ACCESS, VBA, MSSQL Responsible for design and development of inventory tracking system for medical device manufacturing. Accomplishments  * Designed and implemented FDA compliant database applications for medical supply manufacturing systems. * Documented system procedure specifications and user manuals. * Conducted end-user training classes. * Carried out daily SQL Server database performance tuning and maintenance.  Application Developer, Willis ReGreensboro, NC — 2000-2004 VB6, MSSQL, CRYSTAL REPORTS Responsible for designing and developing a software solution that replaces multiple legacy re-insurance software systems. Accomplishments  * Designed and developed an enterprise wide VB6 solution to replace multiple legacy systems. * Lead the reporting application development effort. * Wrote system procedure specifications and user manuals. * Trained staff and IT department. * Lead the Pipeline application development effort.  Consultant, AT&TGreensboro, NC — 1998-2000 Responsible for maintaining multiple legacy mainframe systems. |  | **SKILLS**   * Full SDLC * Project Management * Customer Service * Design by Specifications * Requirement Gathering * User Interface Design * Release Management * Product Support * Experienced in Agile * Troubleshooting * Technical Documentation * Database Design * ETL * SSIS * SSRS * XML * SAP Crystal Reports * SQL Server/Oracle * C#.NET * VB.NET/VB6 * ASP.NET * HTML/CSS/JavaScript * Classic ASP * MS Access (VBA) * Visual Studio 6.0 – 2013 * SQL Navigator 7.0 * ERP/MRP |