I am applying for a software developer position. I have many years of experience as a developer, as a team leader and as a “hands on” contributor. My primary emphasis has been on Microsoft technologies: Full stack .NET and SQL Server.

Most recently, I was an IBM Cloud Software Support engineer. I supported end users of an IBM cloud product. This product, a customer portal for users to control, configure and monitor their servers, was a big product. It used Microsoft technologies, primarily ASP.NET web servers and SQL Servers for the database. The overall product was built on Windows Communications Foundation as its base.

Being leader of the SWAT team, I trained 2 other engineers in resolving issues seen by the users. For more complex issues, I created root cause analysis documents. These documents were stored in a keyword searchable knowledge base.

I also conducted deployments, gathering the technical group together to deploy twice monthly updates. Jenkins software was used for the deployment pipeline.

COST SAVINGS $11 MILLION:

Before IBM, I was a Member of Technical Staff for Verizon Enterprise Data Services, assigned to American Airlines. I architected, designed, coded and deployed software used to monitor and control Self Service Kiosks at American Airlines. This software managed the full population of 2,500 kiosks worldwide. The software was reliable and ran 24/7. In the first year of deployment, the kiosks saved American Airlines $11 Million, due to reduced need for gate agents.

Development of the software utilized agile methodologies. Using the Rally agile tool, we were able to release high-quality software on time. Agile methods accommodated the constantly changing tasks, requirements and schedules. The improvement over the traditional waterfall approach was quite noticeable.

This kiosk software monitored kiosk health, boarding pass operations, deployed updates and performed installations of new kiosks. Field technicians said my installation software was the easiest software they had ever used for setting up systems at airports.

SUMMARY

I am a positive team member. I am high energy and friendly. I use humor as an effective way to motivate my team and others I work with.

I am an articulate communicator and can relate to people at any level. I can talk bits and bytes with the developers and can also explain concepts and make presentations to less technical people.

I am excited at the possibility of joining your team and making a meaningful contribution. I look forward to meeting with you to discuss this further.

Regards,

John A. Babb