**John A. Babb, BSEE**

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**Software Engineer | Team Lead**

## Organized, Articulate, Friendly, Energetic

Wide ranging set of talents and skills, especially in Microsoft technologies. Skilled troubleshooter. Welcomes challenges and new experiences. Excellent communicator. Naturally curious and works well in teams.

Comfortable communicating at any level, from bits and bytes with developers to high level presentations to upper management. I have authored many technical documents, specifications, instructions and summaries, tailored for targeted audience. Experienced in full Software Development Life Cycle, using Agile methods. I write maintainable code, with APIs for testing. I ensure that all exceptions are handled and logged.

# TECHNICAL SKILLS

Operating Systems Windows 7, 10, Windows Server 2008, 2012, (With SQL Server)

Methodologies Agile SCRUM, XP team programming, DevOps (CI CD)

Programming Languages C# .NET. T\*SQL, VB.NET, PowerShell, C, C++, Angular JS, HTML CSS

Platforms ASP.NET, IIS 6,7,8, .NET (console & Windows apps), Windows Services,

Classic ASP, VBScript

Tools Visual Studio 13 to 17, SQL Server Management Studio, NetBeans IDE,

TFS, GitHub, Rally, Jira, Jenkins pipeline

# PROFESSIONAL EXPERIENCE

IBM Corp.[,](http://www.righteverywhere.com/) Coppell, Texas (Formerly Verizon) (Current Federal Security Clearance) 2017 to 2018

**Cloud Development Support Specialist 2018 to 2018**

SWAT Team Leader

* Trained new members in troubleshooting techniques.
* Solved issues reported by Federal clients, using “SWAT” approach. SQL Server, MS WCF services.

**Portal Developer / Deployment Leader 2017 to 2018**

The challenge: Separate portals and databases between Verizon and IBM. This had to be completed very quickly and during off hours.

* Updated web functionality for separation. ASP.NET, C#, MS SQL
* DevOps: Managed frequent team deployments: Jenkins, Nuget, TFS. Agile tracking: Jira.

Code worked and was completed on time. All deployments worked without rollbacks.

Verizon Communications Corp.[,](http://www.righteverywhere.com/) American Airlines HQ Bldg. - Ft. Worth, Texas 2006 to 2017

**Developer / Team Lead / Architect 2015 to 2017**

The challenge: Support merging of all kiosks between American Airlines and US Airways.

* Implemented virtual hard drive image. Code performed “bcdedit” functionality in Windows registry.
* Kiosk software was updated remotely, with limited field assistance.

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**Developer / Team Lead 2012 to 2015**

The challenge: Enhance American Airlines Self Service Machine kiosks: New models, new devices.

Designed and coded changes in this Agile coding project. Wrote stories, estimated tasks, maintained backlog and attended daily scrums. Conducted demos each 2 week sprint.

* Rewrote “SSM II” kiosk control portal used by SOC in India. .NET C# Windows app.
* Enhanced master database to incorporate new kiosk models (SS-60, TP-70, TP-100) MS SQL server.

**Developer / Team Lead /Architect 2006 to 2012**

The challenge: Design and implement a system for monitoring and controlling Self Service kiosks worldwide. The system must be reliable enough to offload and reduce gate agents.

* Microsoft .NET based system of redundant servers and Self Service Machine kiosks worldwide.
* Server monitoring code I wrote:
  + XML SOAP web services used by agents on kiosks. RAM based emulation of MSMQ.
  + New Windows “sched” service: Calls tasks reliably. Stores results as Windows Events. C# .NET
  + Designed master normalized database for real time kiosk data. Contains hundreds of tables, views and stored procedures. MS SQL Server.
* Kiosk monitoring code I wrote:
  + Interfaced with SSM Boarding Pass java application.
  + Local agents reported app and device statuses via .NET web services. C# .NET.
  + Kiosk installer: Named kiosk, updated registry, joined it to domain, with minimal touching.
  + Enabled remote control, reboots and software updates on kiosks. Controlled from 24/7 SOC in India.

This system exceeded reliability targets. First year savings $11 million. Population of kiosks has tripled since its inception, demonstrating scalability.

Verizon Communications Corp.[,](http://www.righteverywhere.com/) Ashburn, VA 2008 to 2009

**Onsite Consultant / Team Lead - Digital Media Technologies product 2008 to 2009**

Deployed video transcoding project to ABC Television Network. I managed a team of developers in India, performed QA testing, and onsite installation.

# ADDITIONAL RELEVANT EXPERIENCE

Total Data Systems – **Consultant** (2003 to 2006)

Designed and wrote Microsoft code for various clients. Most of these were short term projects involving MS .NET and MS SQL Server. Clients included: JC Penney, Shell Oil, DNA Enterprises, Baylor Health Care, Totality Corp. and Settlement Capital.

**EDUCATION**

**Bachelor of Science in Electrical Engineering (BSEE),** LOUISIANA STATE UNIVERSITY, Baton Rouge, Louisiana

**Current Study:** Working toward certification in Amazon Web Services.

Learning Microsoft Azure in areas of VMs, web hosting and Azure DevOps