Bernard Major

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PROFILE SUMMARY

Experienced Tech Lead specializing in frontend development and project management. Skilled in leading cross-functional teams to deliver high-impact solutions. Successfully led the design and deployment of mobile app updates, improving functionality and user satisfaction. Proven track record in implementing integrations, optimizing QA processes, and reducing post-launch defects. Recognized for innovation and leadership, with a strong ability to streamline processes, reduce technical debt, and enhance team productivity. Previous experience includes orchestrating product development initiatives and launching innovative solutions in dental technology, achieving significant cost savings and improving client satisfaction.

AREAS OF EXPERTISE

- Product-focused
- Tech Lead
- Frontend Engineer
- On-boarding Team
- Device Management
- Multi-seller Lifecycle
- High-impact Role

- High-visibility Role
- Business Challenges
- Application Architecture
- Testing Optimization
- Seller Experience
- Engineering Standards
- Best Practices

- Cross-functional Teams
- Technical Direction
- Tech Debt Management
- Software Development
- Problem-solving
- User Needs
- Scalable Systems

CORE COMPETENCIES

- *System Integration and Optimization*: Skilled in integrating and optimizing third-party systems to enhance operational efficiency and security within logistics environments.
- *Quality Assurance and Testing Leadership*: Experienced in leading comprehensive QA, UAT, and pre-release testing efforts to ensure high reliability and performance of critical software systems.
- *Project Management and Coordination*: Effective in managing the end-to-end software development lifecycle (SDLC), from requirements gathering to deployment, ensuring timely delivery of updates and improvements.
- *Agile Methodologies*: Proficient in Agile methodologies such as SCRUM, facilitating iterative development cycles and continuous improvement initiatives to meet business objectives efficiently.
- *Cross-Functional Collaboration*: Demonstrated ability to collaborate effectively with cross-functional teams and external stakeholders to deliver solutions aligned with business needs and priorities.

TECHNICAL SKILLS

HTML5 | JavaScript | CSS 3 | SASS | SCSS | REST APIs | Node.js (Backend) | Express | PM2 | MongoDB | SQL | MERN (MongoDB, Express, React.js, Node.js) | React.js | Git | GitHub | GitLab | Chrome Dev Tools | Azure DevOps | Bootstrap | JSON | Jira | Trello | ClickUp | SCRUM | Kanban | Waterfall | jQuery | JSON | Debian Linux | Wire-framing | Sequelize | HTML Email | Yarn | NPM | Chrome Dev Tools | Azure DevOps | Azure Portal | Postman | Docker | Jenkins

EDUCATION

Master of Science: Software Engineering　　　　　　　　　　　　　　　　　　　　　　**May 2024**
Kennesaw St. University, Kennesaw, GA

Bachelor of Science: Computer Science – Web Development　　　　　　　　　　　**May 2021**
Bellevue University, Bellevue, NE

Chemistry (Pre-Med)　　　　　　　　　　　　　　　　　　　　　　　　　　　　　**2013 – 2017**
Georgia State University, Atlanta, GA

Diploma: Dental Laboratory Tech　　　　　　　　　　　　　　　　　　　　　　　**Jun 2013**
Gwinnett Technical College, Lawrenceville, GA

PROFESSIONAL EXPERIENCE

React Native Developer/Release Coordinator　　　　　　　　　　　　　**Nov 2020 – Mar 2023**
Saia LTL Freight – Johns Creek, GA

- Led the design and deployment of updates for 5,000 driver and worker mobile apps on Zebra, iPad, and iPhone devices, enhancing functionality and user experience, resulting in a 20% increase in app adoption and user satisfaction.
- Strategized and executed integrations with Samsara and Okta, fortifying app security and functionality, reducing login and data access times by 15%, and improving overall system reliability.
- Directed comprehensive QA, UAT, and pre-release testing plans, identifying and resolving critical issues proactively, resulting in a 30% reduction in post-launch defects and ensuring smooth app launches.

- Resolved a strategic licensing issue delaying real-time driver route navigation for 5,000 handhelds, implementing a solution that accelerated navigation updates by 50%, thereby improving driver efficiency and customer satisfaction.
- Coordinated with ECAB for timely mobile app updates and API releases, reducing release cycle time by 25% and improving cross-functional collaboration, resulting in faster feature deployment and enhanced operational efficiency. Received the company IT Spotlight Award within 7 months for outstanding performance in resolving technical challenges and driving innovation in mobile app development, reinforcing team morale and recognition of technical leadership.
- Progressively reduced technical debt backlog by 40% through strategic ServiceNow ticket management and prioritization, improving system stability and reducing maintenance overhead by 20%.
- Developed updates for an internal and external SOAP API, enhancing data exchange efficiency by 30% and enabling seamless integration with third-party platforms, improving overall system interoperability and performance.
- Implemented SCRUM methodology using Azure DevOps, improving team productivity by 20% and ensuring on-time delivery of projects through effective sprint planning and task prioritization.
- Managed multiple projects through their Software Development Life Cycle (SDLC), achieving a 15% increase in project delivery efficiency and aligning development milestones with business objectives, resulting in enhanced product quality and customer satisfaction.

Senior Dental Lab Technician/Product Manager   **Jan 2016 – Nov 2019**
3Sixty Dental formerly 360 Imaging LLC – Atlanta

- Orchestrated product development initiatives, aligning dental lab processes with customer demands and achieving a 20% reduction in turnaround times through streamlined workflows and optimized resource allocation.
- Led a cross-functional team in the successful launch of the Anatomical GuideTM, a pioneering dental product, utilizing CAD/CAM technologies to automate 3D printing processes and reduce production costs by 15%.
- Implemented quality control measures that enhanced accuracy and functionality in patient-specific dental implants, reducing error rates by 30% and improving patient satisfaction scores.
- Developed and implemented an internal tool for vendor on-boarding, resulting in a 25% annual cost reduction and streamlining communication channels between product, IT, and sales teams.
- Presented comprehensive project reports to executive leadership, leveraging data-driven insights to recommend strategic improvements and drive informed decision-making processes.
- Collaborated with department heads to optimize laboratory workflow, enhancing efficiency and productivity by 25% while maintaining stringent quality standards in dental prosthetic fabrication.
- Identified and addressed client pain points through thorough data analysis, resulting in tailored solutions that improved client satisfaction scores by 20% and strengthened client relationships.
- Played a pivotal role in the development and testing of innovative dental products, ensuring compliance with regulatory standards and achieving industry recognition for technological advancements.
- Implemented continuous improvement initiatives in CAD/CAM milling processes, achieving a 30% reduction in material waste and enhancing the precision of dental prosthetics produced.
- Conducted onsite testing for new dental technologies, validating functionality and fit for diverse patient cases, and contributing to the successful integration of new products into clinical practice.

FREELANCE EXPERIENCE

Freelance Web Developer/Social Media Marketing   **Jan 2020 – Present**
Major Media Group LLC – Lawrenceville, GA

- Developed scalable websites using both front-end and back-end technologies, integrating enterprise solutions for payment systems.
- Executed comprehensive design and deployment strategies, including logo design, custom domain setup, digital banner ad creation, and management of social media marketing campaigns.
- Collaborated closely with clients to understand their business objectives and translate them into effective web and marketing solutions.
- Managed multiple projects simultaneously, ensuring deadlines were met and client expectations were exceeded in terms of functionality and design.

CERTIFICATIONS

Certified Scrum Master   **2022 – 2024**
Scrum Alliance

REFERENCES

Available upon request.