SEI

Kevin Senger

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PROFESSIONAL BACKGROUND

Mr. Senger possesses over 25 years of Information Technology experience with strong leadership in software development, business and requirements analysis, software quality assurance, database administration and systems management. He has proven experience in full life cycle software development using traditional waterfall and agile methodologies. Mr. Senger has led software development, integration and systems management teams, working closely with project stakeholders and business partners to gather requirements and ensure software quality. He has led and contributed as a team member, to the design, development and deployment of custom software projects. Through his broad experience, software knowledge and business acumen, he is able build effective relationships between business units and Information Technology partners.

SELECTION OF RELEVANT EXPERIENCE

Data Analyst, Architect and Developer for Data Mart

Mr. Senger joined a team that built out a data mart supporting the consolidation of reporting from two business organizations that merged operations. Alongside Oracle and SQL Server data sources. Microsoft SSIS was used a the ETL tool to build out package to extract data from multiple data sources. Additional innovations: auto-generating unit test scripts with Biml based on table metadata. Both relational and non-structured content fed Tableau. Web Services were written in C# to extract 3rd Party data from available APIs.

Medical Device Communications Platform
IoT Solutions Architect/Developer/Business Requirements

Mr. Senger inherited the support and maintenance of an IoT enablement platform that required gaining the knowledge of 20+ micro services, written in various languages such as Java, Python and C#. Additional efforts related to these micro services included the implementation of an API gateway using Apigee and implementing OKTA for identity management. Both of these efforts required working with these individual teams and enterprise architecture to bring the project to a successful completion. During this time, Mr. Senger also managed the services CI/CD pipeline's, using Jenkins, to migrate the platform to new environments.

Mr. Senger's initial role for this engagement saw the creation several Proof of Concepts around medical devices to communicate to an Azure IoT Platform. The Proof of Concepts included many technologies, gRPC and Protobuf, MQTT, AMQP as well as more traditional protocols such as REST. Mr. Senger also provided POCs using PTC's Thingworx Platform for more rapid development demos and Azure's Device Provisioning Services. Mr. Senger also contributed to the development of a Device Simulator using technologies such as Python and React JS to create a UI to control a simulated device communicating to the Azure IoT Services.

ETL Business Intelligence Developer

Mr. Senger continued development of several initiatives to develop analytics around financial performance, customer retention, and risk exposure for P&C insurance company. These solutions included consuming data from several disparate policy enrollment and claims systems to provide metrics of various products in one common Data Mart. Data was consolidated into dimensional models using SQL Server Integration Services (SSIS). The solutions were developed using agile methods, with the team releasing new integrations to the user community every three weeks. These interactive views provided an understanding of product performance at a glance.

FUNCTIONAL EXPERIENCE

- Solutions Architecture
- Technical Lead
- Software Development
- Internet of Things
- Business Requirements Definition
- Database Design
- Testing & Test Automation

INDUSTRY EXPERIENCE

- Insurance
- Healthcare
- Financial Services
- Manufacturing
- Retail

EDUCATION

- Bachelors of Science – Computer Science – University of Kentucky

RELEVANT EXPERIENCE

Solution Architect and Development Lead

Mr. Senger provided a variety of technical and soft skills to a vehicle insurance company. Mr. Senger managed the monthly enrollment data feeds, interfaced with clients and oversaw development for the company's internal business systems. Mr. Senger supported the existing data feeds, defined requirements for new clients and often developed new feeds using MS SQL Server Integration Services. During the requirements definition phase Mr. Senger would interface with business sponsors and external clients to provide a seamless integration of new enrollment feeds

Business Systems Analyst: Genesys / Nuance Infrastructure Upgrade

Mr. Senger served as the Business Systems Analyst for an outsourced, Genesys / Nuance, IVR infrastructure upgrade project. Mr. Senger filled several roles on project reporting to the Project Manager and Stakeholders. Mr. Senger was tasked with managing project scope, ensuring business requirements were satisfied and testing efforts provided coverage to all systems affected. Within his roles, Mr. Senger played an integral part to translate business knowledge to the vendor and technical details to the project stakeholders. He authored the client's UAT Test Plan and oversaw the successful execution of UAT, including a load and performance evaluation of the application. He wrote UAT scripts and provided test data to both the vendor and UAT, to satisfy a wide range of scenarios. He provided details to the deployment plan that included the integration of Genesys / Nuance platform, the custom IVR application and the Call Center Data Warehouse. Mr. Senger was instrumental to the success of the project, identifying gaps in the early stages of the project.

Solution Architect / Developer, Self Service IVR System

Mr. Senger provided several major enhancements to an existing IVR application. Mr. Senger added a new Book of Business to the IVR that saw the client's membership grow by 2 million members. He also provided leadership in defining technical specifications, process flows and development estimates. He delivered enhancements that that saw improved usability of the IVR and improved interoperability in the IVR and Call Center applications. His technical expertise and business knowledge was highly valued by the client.

Additionally, Mr. Senger interfaced with Call Center Business Partners to observe agents and help define enhancements to the Call Center software. Mr. Senger was responsible for defining and implementing enhancements to the application that would provide Call Center Agents information about membership, benefits and claims information. Knowledge of Java, SOAP, Spring Framework, JAX-WS, JSP, JQuery, JavaScript, Weblogic, Git and DB2 were required to create the application. Mr. Senger has been identified by the client as a key resource to deliver high priority projects.

TECHNOLOGY EXPERIENCE

- C#/Java/Python
- Microsoft Azure Cloud
- SQL Server / Oracle
- SSIS / BIML
- Eclipse/VS Code
- Docker
- JIRA/Rally

REPRESENTATIVE DELIVERABLES

- Architecture and Design Documents
- Technical Solution Comparisons/Evaluations
- Working Software Solutions
- Automated Test Suites

CERTIFICATIONS

- Snowflake Sales Professional Accreditation
- Snowflake Technical Sales Professional Accreditation
- Certified SAFe Product Owner / Product Manager
- Certified SAFe Practitioner