

KEVIN COOPER

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PROFESSIONAL BACKGROUND

Mr. Cooper has over 30 years of experience with analysis, delivery, and engineering of business-facing systems, consumer-facing software products, and data management solutions. Mr. Cooper possesses excellent communication and organizational skills and is adept at managing many tasks in parallel. He is effective interfacing with customers to identify requirements, provide objective and thorough information for strategic planning, and deliver to specification with the utmost in communication, visibility, and subject matter expertise. He adapts quickly to new tools and environments, and has a long track record of technical leadership, mentoring, and knowledge sharing to improve the overall productivity of teams.

SELECTION OF RELEVANT EXPERIENCE

Architect/Developer, Payment Processing and Fraud Detection

Kevin co-authored the fraud detection subsystem of a payment processing system that dynamically connects merchants to front end processors and card issuers in order to streamline configuration and minimize cost across a high scale of transactions, both online and in-store. His work with this client expanded to aiding in the development of a core fraud processing platform utilized broadly across multiple products, as well as development of a secure online payment interface that allows consumers to authenticate directly to their card issuers before incurring a charge. Technologies included Spring Boot microservices, distributed caching and messaging with Redis and Kafka, and multiple relational database brands. Reactive programming principles were employed to accommodate high TPS (transactions per second) while allowing application containers to scale.

Medical Device Software Compliance Analyst

Kevin served as a technical business analyst and liaison to assimilate a newly-acquired medical device software application to the client's internal compliance and delivery protocols, and to ensure adherence to medical device safety regulations within the US, Europe, and Asia/Pacific, as well as to privacy law in the same geographic regions. This role entailed collaboration not only with the product and development teams for the software product, but also with Compliance, Regulatory, Legal, and Supply Chain groups within the client. In this role, Kevin drove the necessary discussions with these parties to ensure timely rollout of the product to multiple markets.

Architect/Developer and Tech Business Analyst, Leasing/Finance Company

Kevin completed an assessment of software systems used to facilitate the leasing of durable goods through custom B2B integrations. The assessment proposed an evolution toward a collection of loosely-maintained web service and back office applications developed over time to a robust service bus-centric platform. This would leverage existing assets while driving higher scalability and business growth with a simpler and more productized version of the solution. Orientation of components to an ESB would afford the IT group higher agility, faster delivery, lower risk when servicing business needs, and would afford the business access to a broader market.

Industry Experience

- Healthcare
- Finance/Payments
- Retail
- Electronic Publishing
- Travel
- Government
- Airline
- Petroleum

Functional Expertise

- Technical Lead
- Business Analysis
- Solution Architecture
- DevOps
- Identity Management
- Info Security
- System Performance
- Compliance/Regulation



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SELECTION OF RELEVANT EXPERIENCE

Solution Architect/Analyst

Kevin served multiple roles over time at a long-term client in the health care technology space. These roles touched multiple core web products providing lab results, electronic prescribing, and electronic health record (EHR) functionality to an ever-growing consumer base. He served as a subject matter expert and strategic problem solver to the system operations, development, performance management, and quality assurance teams, and was usually the top escalation point for complex issues regarding performance, scalability, system stability, technical product selection and delivery, and capacity planning. Roles included web and desktop application development, performance engineering and instrumentation of application and database tiers, B2B service integrations, and training/mentoring of junior developers/engineers and support staff. His work spanned multiple software delivery processes, host platforms, UI frameworks, server-side technologies, and database products, and allowed him to actively serve on multiple teams, providing exposure across the SDLC (requirements/concept, development, quality assurance, staging/validation, production).

DevOps Engineer

Kevin served a critical role in assuring optimum performance of a hosted electronic medical records (EMR) solution that serves over 30,000 unique visitors daily, and represents \$4 million in annual revenue for the customer. By maintaining close relationships with development, quality assurance, load testing, and system administration teams, he has quickly identified and remedied real-time threats to production performance and end user experience, and helped the product attain 99.99% uptime by determining best practices to prevent recurrence of expensive database access, network bottlenecks, and inefficient coding practices. He also consulted with multiple teams, managers, and directors to improve process gap analysis and overall efficiency in catching problems earlier.

Compliance and Technical Analyst

Kevin managed a review of process controls across multiple software systems, one year following their deployment to achieve compliance to the Sarbanes-Oxley Act which identified any gaps or divergences based upon system changes or new discoveries over the past year. He worked with project managers on a variety of fronts, including ERP, Finance, and IT to create remediation plans as needed. Mr. Cooper then provided follow-up analysis to ensure all newly-prescribed controls were in place.

Technology Expertise

- Java/.NET/LAMP
- Oracle / MySQL / Snowflake
- Microservice architecture
- Jira/Confluence

Methodologies

- Agile
- Full Stack Development
- DevOps
- Performance Engineering/Profiling
- Compliance/Regulatory
- CI/CD

Deliverables

- Spring Boot microservices
- Data definitions/models
- System performance reports
- Compliance analyses
- Solution architecture and design specs

