ARENA COMMUNITY SCRUM MASTER/DEVELOPER

Career Overview

To obtain a full-time position with a growing, innovative organization seeking a driven, self-motivated individual with the analytical and interpersonal skills necessary to work with clients to find practical and creative solutions to business problems. 17 years experience as a web developer/designer. 9 years experience designing and developing .NET web applications with a strong focus on n-tier architecture. Extensive involvement in all stages of application development life cycle, including analysis, design, graphics, development, testing, documentation, and training. Thorough understanding and experience designing database tables, queries, and stored procedures in SQL Server 2000, 2005, and 2008, Oracle, and MySQL Server 5.1. Experience in designing the presentation layer using CSS, XHTML, and JavaScript. Superior written, communication, presentation, analytical, and problem-solving skills. Strong background working directly and building relationships with co-workers and clientele to identify business objectives and establish requirements.

Qualifications

C#, ASP.NET, ADO.NET, CSS, XHTML, AJAX, Telerik RadControls, Adobe Photoshop CS, Visual Studio .NET 2005 and 2010, ASP, VBScript, and JavaScript. *Database experience with Microsoft SQL Server 2000, 2005, and 2008, Oracle, Access, and MySQL Server 5.1. *Proficient with the SCRUM framework and practicing the Agile process of development.

Work Experience

Shelby Systems, Inc January 2012 to Current Arena Community Scrum Master/Developer
City , STATE

- Serve as the liaison between Development and Arena Support and manage a CRM-based dashboard that allows a one-on-one working relationship with Support to help identify and solve clients' technological problems.
- Coordinate efforts in and with the Arena Developer Community, assisting them in identifying custom development issues and needs so they can quickly and easily implement and expand Arena - Shelby System's web-based church management software.
- Assist clients in defining problems, disassembling them into more manageable pieces, evaluating those pieces in greater detail, deciding on a solution, and implementing that solution.
- Analyze client data to identify where particular errors occur.
- Write or approve SQL queries to resolve these data issues.
- Pioneered the transition from an email-based process of submitting technological questions to Development to a CRM-based solution.
- Streamlined problems into CRM cases and improved workflow, increased the efficiency in problem solving, minimized confusion, and facilitated communication between Development and Support.
- The process addresses data or code-related problems that are beyond Support's technological grasp and has led to the resolution of more than 800 client issues per year.
- Provided consultation to and persuaded management that updated documentation was necessary for the benefit of developer clients.
- Refined, rewrote, and enhanced existing documentation and created new documents on Arena coding standards, setting up a development environment, and creating custom code.
- Member of a five-person planning team for the International Shelby Conference (ISC), which is designed to provide three days of skill-building and networking for more than 600 Shelby clients.
- Influenced and customized developer-level classes for ISC 2013, 2014, and 2015.
- Designed and presented seven classes at ISC as well as led hands-on sessions.
- Classes focused on .NET fundamentals, Arena custom development, and implementing Agile Development.
- Networked with Arena Community members in order to create familiarity with a core group of customers and to engage them in providing feedback on how the Arena product can be improved.
- Managed the approval and release of Arena Hub packages.
- Worked directly with sales members to answer technological questions that aide them in communicating with their clients.
- Participated in daily Sprints and worked as an integral SCRUM team member for Arena.
- Responsibilities included bug fixes and creating new modules within a parameterized time box, which provided hands-on experience with SCRUM's efficiency in completing tasks.

Morgan Keegan & Company, Inc January 1998 to January 2012 Senior Web Developer/Web Designer
City , STATE

- Member of a three-man team responsible for re-designing the company's public website using DotNetNuke and .NET technologies.
- Related projects included analyzing and re-designing the company's Career Opportunities page and Job Application submission process.
- Lead developer for the Caliper Performance Project which served as a data dashboard application, providing analysts with the tools and interface to track, analyze, modify, and create individual client accounts.
- Responsibilities included writing a variety of SQL queries for the back end and creating the interface that allowed analysts to run the queries.
- The system allowed accessibility to accounts for 26,000 high-net worth individual and institutional clients, representing almost $9 billion.
- Designed, implemented, and maintained a web-based Restricted Cash Awards portal handling more than 700 accounts representing more than $2 million per quarter.
- Lead developer for a New Hire Form allowing Branch Managers or their assistants to enter relevant data for all new hires.
- The form initiated the hiring process and significantly improved hiring efficiencies.
- Analyzed New Hire Form data and identified ways to improve the form in order to better consolidate submitted data.
- Developed the company's first web-based Insurance & Benefits Form, completing HR's desire to end the paper process.
- Created a web-based fee calculator that allowed Financial Advisors to more quickly calculate their payout for a particular client investment.
- This greatly aided the FA in deciding what investment advice to provide and how much of a discount a client should receive.
- Custom-designed and developed web-based ASP.NET forms and applications for various departments to meet their specific requirements.

Education and Training

Fogelman College of Business and Economics University of Memphis August 2000 Masters : Business Administration Management Information Systems City , State GPA: GPA: 3.8 Business Administration Management Information Systems GPA: 3.8 Related Course Work includes Business Database Systems, Systems Analysis and Design, and Data Mining and the Web

University of Memphis December 1997 Bachelor of Science : Electrical Engineering Mathematics City , State GPA: GPA: 3.24 Electrical Engineering Mathematics GPA: 3.24

Skills

.NET, ASP.NET, ADO, Adobe Photoshop, Agile, AJAX, ASP, Benefits, calculator, consultation, CRM, CSS, client, clients, Data Mining, Database, designing, documentation, email, Financial, forms, hiring, Hub, HR, Insurance, JavaScript, Access, C#, 2000, MySQL, networking, Oracle, developer, page, problem solving, coding, Programming, sales, SCRUM, Microsoft SQL Server, SQL, Systems Analysis and Design, VBScript, Visual Studio, website, workflow, XHTML