

SR. SOFTWARE ENGINEER

Career Overview

Technically-advanced information technology specialist successful in software administration and data communications.

Qualifications

- Programming and design skills
- Strong analytical skills
- Excellent problem solving skills
- Strong collaborative skills
- Structured query language (SQL) expert
- Proficiency in TCP/IP protocols
- UNIX/LINUX

Technical Skills

Languages : Perl, Korn/ BASH shell, C shell, Sybase, C, C++, JavaScript, XML/HTML, Java, J2EE.

Database System : SQL Server 2000/2005, Oracle 9i/10g-PL/SQL, SAP R3/CRM/ERP, DB2, MS Access.

SCM Tool : Rational ClearCase, ClearQuest, Serena Dimensions, Teamforge (GIT), BMC Remedy.

Middleware : JDBC, JMS, LDAP, SOAP, IIS, Apache, Websphere Message Broker(WMB), MQ Series, WebMethods, Iplanet, Policy Director

Web Servers : Weblogic, Websphere, JBOSS, Apache Tomcat.

Web Technologies : Google Web Toolkit, HTML, JavaScript, CSS, XML, XSLT.

Platform : UNIX, Linux, AIX, Solaris, Microsoft Windows 7/8/10.

Education and Training

Java Web Development Certified Professional 2004 Learning Tree International City , State

Unix Systems Administration 2003 Learning Tree International City , State

Bachelor of Science : Computer Science 2001 George Mason University City , State

Microsoft Certified Professional (MCP) 2000 Nextec Inc. City , State

Information System and Networking 1996 Northern Virginia Community College City , State

Work Experience

Sr. Software Engineer 09/2013 to Current Rtx Suitland , MD

Responsible for the installation upgrade support, technical consulting and product development/evaluation in a particular technical discipline, or in direct support of assigned business area. Role includes:

- Involved in application development, prototyping, modeling and high level technical consulting
- Execution of DCU (Data Correction Unit) process, execution and methodology.
- Execution of code level research requested by users and management.
- Execution of code break fixes and enhancements as requested.
- Analyzed detailed logs, reports, data and communicated in various reporting mediums.
- Performed root cause analysis and infrastructure/technology upgrades for the Financial Information Systems component of Freddie Mac.

Sr. Software Engineer 02/2006 to 09/2013 Rtx Sunset Beach , CA

Performed management of technical troubleshooting and highly complex diagnosis for the US Customs and Border Protections Websphere application components.

- Analyzed user-related issues, behavioral trends, and the impact of system-related issues within the production environment to support a continuous process improvement model, ensure a positive end-user experience with the application, and support the maintenance of an optimal level of system availability.
- Supported the integration of Tier 2 & Tier 3 support organizations to ensure an optimal level of production support and system availability. This included knowledge sharing across all levels of the organization.
- Mined for, translate, and synthesize data from the field and trade in the form of trouble tickets and other user reports regarding system and user-related issues.
- Supported new development efforts by providing subject matter expertise to Integrated Process Team. Ensured that proposed changes to the production environment provide optimal usability and compatibility, and fit the operational needs of end users.
- Analyzed system logs and file systems to determine the system response time and recommended techniques for improvement.
- Designed, documented and executed maintenance procedures, including system upgrades, patch management and system backups.

Sr. Programmer Analyst 11/2002 to 02/2006 E-Business International Princeton , NJ

Worked on Production Support team to maintain J2EE application code and environments for major financial applications (Project Enterprise) on

Sun Solaris 9. Provided 24/7 production support to internal and external customers.

- Provided technical solutions for business areas.
- Developed minor enhancements of environments, operating systems and middleware products
- Acted as liaison between Information Systems Services, Project Enterprise technical support groups and business areas regarding technical issues and resolutions.
- Using Lotus Script, HTML, Access, UNIX and other programs to create solutions for business problems.
- Ensured standard production processes, including appropriate SOX checkpoints and documentation, are followed
- Monitored and tuned Weblogic application servers performance
- Analyzed and tested applications for implementation to the production environment.
- Developed several UNIX scripts (Kornshell, Perl) from scratch to automate many daily tasks and systems maintenance on the weekends. These time-saving scripts dramatically cutting time required for specific technical activities and enormously increasing productivity.
- Performed system monitoring checks of critical systems, services, and applications - repaired and reported problems as required.
- Performed system maintenance utilities on a daily basis.
- Troubleshooted and resolved web application issues escalated from customer support and other departments with a 100% success rate.

LAN Management Specialist (Consulting at Freddie Mac) 07/2002 to 10/2002 Raytheon Technologies Corp Las Cruces , NM

Performed server management for all Freddie Mac Novell & NT servers: Developed procedures to identify all software installed on Freddie Mac Netware and NT servers.

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- Used Asset Insight to run software reports of all Novell & NT servers
- Used Secure Console to identify software versions and vendors
- Worked with and coordinate activities with software's owners to gather licensing information
- Performed Support Pack Upgrade rollout.
- Configured NDPS print servers
- Installed software on servers

Partnership 09/2001 to 07/2002 Cree Inc. Morgan Hill , CA

- Built from the ground up an independent WISP (Wireless Internet Service Provider).
- Setup Microsoft 2000 servers enabling Active Directory for customer management.
- Maintained the network with load balancing and setup wireless bridges among clients.

Project Manager (Consulting at Freddie Mac) 10/1999 to 09/2001 JP Services, Inc City , STATE

Managed Ethernet conversion team. My responsibility includes:

- Managed a team of more than ten associates.
- Prepared and presented technical proposals for clients.
- Developed procedures to migrate the network from Token Ring to Ethernet.
- Trained and managed team members of Ethernet migration.
- Worked with other ISS groups to coordinate the migration activities.
- Setup and configured of multiple concurrent customer testing requirements.
- Identified and recommended technology solutions to improve migration process.

NT Administrator 02/1998 to 10/1999 Adaptive Trade, Inc City , STATE

- Assigned and tracked trouble tickets, resolve tickets in queue, used Tivoli to create user accounts
- Configure users' NT accounts and profiles; remotely installed software patches and service packs.
- Resolved and troubleshoot issues in an enterprise LAN/WAN environment with 3500 users
- Assisted techs with resolving hardware and software problems, administer users and groups
- Configured mail accounts, grant necessary access to network resources
- Provided hotline and follow-up support.

Desktop Support Specialist 10/1997 to 02/1998 GE Capitals IT Solutions & Techdata Corp City , STATE

- Performed phone triage as first response in the Desktop Support group.
- Resolved problems via Net-Meeting.
- On-site troubleshoot or directed problems to appropriate technical groups.
- Responsible for answering calls and track issue status to ensure clients satisfaction via Vantive Helpdesk system
- Setup and configured Lotus Notes/Palm pilot for users.
- Setup and configured LAN printers with TCP/IP protocol.
- Worked with Vendors technical service for repairs if needed.

Integration Technician 09/1996 to 10/1997 GE Capitals IT Solutions & Techdata Corp City , STATE

- Performed assembly, installation, and testing of completed PC workstations from component parts.
- Installed and tested Operating Systems including MS Windows 3.11, NT 4.0 + software applications.
- Provided user support as needed.

Accomplishments

- Multiple technical awards for work performance.
- Received award for customer service recognition and ability to work well with the other team members.
- Reduced technical escalations to management by 50% to only 2 per week.
- Identified, recommended and prioritized new Web features and applications in conjunction with business leaders and department managers.
- Developed, coded, installed, tested, debugged and documented Web applications using appropriate editors.
- Actively mentored, trained and supervised new team member for several months to improve SQL, UNIX, scripting, debugging and general professional skills.
- Served as leader of migration team.