

## SOFTWARE ENGINEER

### Summary

Accomplished development professional with over ten years of experience in integrating IT Operations processes with sustainable customized applications to promote team performance and efficiency gains. An apt student in programming and markup languages matching multiple technologies together to best enhance and complement IT Service Management and Project Management best practices and deliver consistent, quality solutions in the fast-paced, evolving environment of technology.

### Highlights

- Languages: HTML, JavaScript, CSS, Perl, XML, XSLT, JSON, PHP, MySQL, VBScript
- Frameworks: AngularJS, Bootstrap
- Certifications: ITIL Foundation, Service-Now Application Developer
- Applications/Platforms: Service-Now, Salesforce, Confluence, JIRA, Rally, Gomez, SiteScope, Keynote, Omniture, Urchin, Request Tracker

### Accomplishments

- Launched Incident Management, Problem Management and Change Management tied to a centralized Configuration Management Database, leveraging Service-Now and Web Services integrations to synchronize and orchestrate information across multiple tools (e.g. Confluence and a proprietary, custom .NET application)
- Leveraged Web Services to implement a dashboard framework for data mashups that compares ITSM metrics with business key performance indicators (KPIs) from several tools, such as Service-Now, Omniture, Gomez, and an internal data warehouse, to inform incident root cause
- Successfully integrated IT Procurement workflows in the Service-Now Service Catalog module including integration points with Excel reports, data exports for Oracle Ebiz, and complex approval email notifications and workflows
- Coded and implemented a custom interim Web-based CRM tool to share and track customer information and trouble tickets while researching and reviewing full-featured third-party CRM rivals

### Experience

#### Software Engineer

September 2012 to Current Caterpillar i<sup>1</sup>/<sub>4</sub> Menominee , MI

Digital Media Solutions (VDMS) is a branch of Verizon concentrating on new products primarily focused on the Internet video lifecycle from content preparation to display on all current and emerging platforms. It acquired Edgecast Networks, a content delivery network, in 2014.

- Customize the Service-Now platform using server-side and client-side JavaScript to complement the release of Incident, Problem, and Change management processes and policies
- Utilize Jelly scripting, and the AngularJS and Bootstrap framework to produce automated management reports with custom UI and navigational features.
- Architect the Configuration Management Database (CMDB) to complement Service Operations processes, identifying known errors and driving down Incident resolution times.
- Integrate Confluence, JIRA, Service-Now, Active Directory, Bitbucket, and Git to synchronize data between both development and operations, utilizing both native configurations and extended capabilities via web services.

#### Technical Project Manager

January 2010 to September 2012 Nokia i<sup>1</sup>/<sub>4</sub> Alpharetta , GA

Edmunds.com is a premier online resource for automotive information for consumers, leveraging cutting-edge technology and tools to deliver just-in-time, relevant content for car shoppers and enthusiasts.

- Lead a team building out Continuous Integration and Continuous Delivery efforts utilizing Maven, Jenkins, Chef, Cloudstack, an Selenium to build, deploy, and test in an automated fashion.
- Apply best practices in Agile SCRUM software development, lean manufacturing concepts, and lean startup principles to the IT Operations group to ensure support and maintenance projects are completed in a consistent and predictable manner.
- Foster a DevOps community within the organization by creating and promoting a framework that encourages early and frequent communication between development and operations in launching services, from resource provisioning through service architecture and Service Level Agreement (SLA) definitions

#### Automation and Integration Engineer

January 2008 to January 2010 Environmental & Occupational i<sup>1</sup>/<sub>4</sub> Philadelphia , PA

- Extend the capabilities of the Service-Now application, including the development and implementation of the Service Catalog module in Service-Now, adding a corporate training calendar and tracking module, and improving Service Support workflows through business rules.
- Develop and maintain a data visualization (LAMP) application to inform management decisions and technical decisions through event correlation from multiple tools, such as Service-Now, Gomez, and Omniture.

#### Reports Engineer

January 2005 to January 2008 Del Monte Foods 1/4 Toppenish , WA

- Program reports in the Request Tracker application and later in Service-Now, including automated data imports to other applications such as Excel, Confluence and MySQL databases.

#### Client Manager

January 2003 to January 2005 Cdk Global 1/4 Bartlett , IL

IVT is a provider of enterprise-scale software for rich media applications, including live webcasting for corporate communications and on-demand streaming video learning tools to Fortune 500 companies.

- Assess client business objectives and recommend suitable solutions within the allotted budget and time considerations, leveraging the power of video synchronized to animations, slides, text transcripts with interactive chat and polling components to the ideal level.
- Supervise and engage in the development, execution, and testing of client projects to ensure on time delivery within the client's demands and constraints.
- Manage client requests for enhancement (RFEs) to our products and generate functional specifications based on requirements, analysis and system design.

#### Senior Production Associate

August 2000 to January 2003 Interactive Video Technologies (now MediaPlatform) 1/4 City , STATE

- Employ programming knowledge (JavaScript, XML, XSL) to extend the power of IVT's proprietary software solution to meet client business objectives and needs.
- Responsible for the development, testing and deployment of a custom CRM web application to track client history, sales development, and trouble tickets.
- Assist the production staff in generating client assets and optimizing assets for web delivery.
- Design and develop webcast interfaces that are consistent with client color palettes.

#### Graphics Production Intern

December 1999 to April 2000 Centropolis Interactive 1/4 City , STATE

The online division of a major motion picture production house, Centropolis Interactive developed a loyal following for their online magazines aimed at science fiction and independent movie enthusiasts.

- Develop and implement procedures for automated bulk image processing and optimization, including batch functions in Photoshop for image watermarking for high-traffic, content rich websites.

#### Market Research Intern

May 1999 to September 1999 Chicago Title 1/4 City , STATE

A leading firm for real estate services, since acquired by Fidelity National Financial to become the nation's largest title insurance company.

- Utilized Visual Basic for Applications to create sophisticated macros, formatting and sorting raw data from several different sources to streamline leads research practices.

#### Education

B.A. : Economics, American Literature , 2000 University of California 1/4 City , State , US B.A., Economics, Minor: American Literature, 2000 University of California, Los Angeles (UCLA) GPA: 3.5

#### Skills

Architecture, Automotive, Best Practices, Lean Manufacturing, Maintenance, Operations, Premier, Project Manager, Provisioning, Service Level Agreement, Software Development, Structured Software, Engineer, Testing, Training, Databases, Excel, Mysql, Solutions, Associate, Data Visualization, Integration, Integrator, Visualization, Budget, Corporate Communications, Streaming, Crm, Customer Relationship Management, Deployment, Javascript, Sales, Trouble Tickets, Xml, Xsl, Marketing, Image Processing, Optimization, Photoshop, Leads, Market Research, Real Estate, Sorting, Title Insurance, Visual Basic, Visual Basic For Applications, Data Warehouse, Html, Information Technology Infrastructure Library, It Procurement, Itil, Metrics, Oracle, Perl, Php, Procurement, Project Management, Technology Infrastructure, Vbscript, Web Based, Web Services, Web-based, Xslt