MICHAEL B. KENNEY

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PRINCIPAL SOFTWARE ENGINEER

Well-rounded, goal oriented, professional software developer with nearly twenty years of experience planning, developing and implementing a wide variety of solutions for both large corporations and small startups. In addition to being a highly skilled software engineer, specialties include designing both technical and non-technical solutions to meet all types of business needs, crafting and implementing development processes and leading teams to deliver high-quality software. Interested in a software engineering position that makes use of skills developed over years of solving the complex problems that businesses face.

PROFESSIONAL STRENGTHS

Articulate Communication	DevOps Cloud Architecture	Object-Oriented Software Design
Project Planning / Management	Infrastructure Development	Functional Software Design
Team Building & Leadership	Systems Architecture Design	Secure Software Design
Coaching and Mentoring	Capacity Planning	Disaster Recovery

EXPERIENCE

Return Path, Inc., Broomfield, CO – https://www.ReturnPath.com/ **Principal Software Engineer**	2011 – present

Design and build highly interactive web applications and back-end infrastructure for both internal and external customers. Develop and support continuous integration and deployment systems consisting of Github, Gerrit, Jenkins, Docker, Kubernetes, Helm, Amazon Cloud Services, and custom-built services. Implement automated unit and acceptance testing in an Agile environment, using tools like Codeception, Karma, go test, Selenium, etc. Work with various big data technologies such as Hive and Pig to analyze billions of email messages to gain insight into message quality, user behavior and mailbox provider treatment of mail streams. As a core member of the IP Certification and Email Deliverability engineering teams, designed and implemented many core components of the company's most lucrative, effective, and comprehensive email deliverability solution. Primary backend / API developer for the RP Email Optimization Platform. Mentor and tech lead for the Email Optimization organization. Contributing member of the Engineering Architecture, Engineering Practices and Diversity in Engineering councils.

- Designed, developed and implemented many complex systems including the customer facing Email Optimization Platform, IP Certification, Labs and other products, as well as many critical internal tools.
- DevOps / SRE roles taking advantage of Jenkins, Docker, Kubernetes, Terraform, Prometheus, Helm, etc. in both AWS and our private data center.
- Secure SSO services design, implementation and client integration to support federated IDP and custom services.
- In-depth application architecture design and development including single page apps, REST API design, frameworkdevelopment, automated testing and continuous integration design, etc.
- Maintenance of legacy, current and modern systems in various languages including Golang, PHP, Python, Javascript (TypeScript, Angular, Backbone, jQuery, etc.), Perl, Java, Bash, PL/SQL, Pig, Hive, more.
- Extensive Salesforce.com and Salesforce Marketing Cloud integrations including internal tools, 3rd party integrations and secure single-signon to optimize sales velocity and provide a platform for new services.

Point of Reference, Inc., Denver, CO – http://www.Point-Of-Reference.com/ **Senior Developer / DBA**	2007 – 2011

Manage existing local and overseas contract-development teams including software oversight. Build and manage an internal development team. Evaluate and improve product security and stability. Ensure high availability of the primary product, a feature rich SaaS platform. Manage and develop against a large (325,000+ line) PHP codebase and all related development projects including application architecture, user interface design, database schema development, development cycle scheduling, use-case requirement development, testing procedures and product deployment.   Perform all system administration duties for public-facing and internal production, development and backup servers (RedHat / Gentoo Linux) as well as all corporate database, web, version control, ftp, email and reporting services. Report to the President and CEO.

- Developed and implemented disaster recovery procedures ensuring less than 30-minute downtime of public facing services during a catastrophic event and zero-downtime maintenance events.
- Communicated directly with clients and vendors on all technical issues including data migration, automation, security and services integration relieving the CEO and President of these duties and allowing them to focus on business development.
- Designed and implemented a stable and seamless integration with the Salesforce.com platform using the web-services SOAP API including data synchronization, real-time updates, single sign-on user authentication and security certification facilitating an increase of 4000+ seats and positively impacting annual revenue by $2.4 million over two years.
- Implemented both SAML compliant and custom single sign-on integrations with multiple vendors as well as secure LDAP authentication increasing our desirability to organizations dependent on these technologies and directly allowing us to land several new accounts.
- Implemented formal requirement development, data management and testing/QA processes, drastically reducing error rates and eliminating 99% of data anomalies introduced by external data sources.
- Designed and implemented a streamlined keyword search engine with advanced filtering capabilities for highly complex data hierarchies increasing search speed by a factor of six.

WebBedlam.com Web Application Development, Fort Collins, CO – http://www.WebBedlam.com/ **Owner / Operator**	2005 – 2007

Created WebBedlam.com, a web software development company specializing in content management systems, user interface design, data delivery systems and website design solutions.

- Designed and developed a secure content management system for Denver mayor John Hickenlooper's office, successfully facilitating communication between the Infrastructure Priorities Task Force and the Denver community.
- Designed many successful capture and web pages such as Mortgage Awards, Home Income Awards and Style & Luxury including database and code development and automated lead delivery to allow clients to follow up on new leads in real time.
- Created new data distribution technologies to facilitate a real-time approach to remote data management for the LeadSender lead distribution network creating an entirely new product and lucrative revenue source for the company.
- Delivered contact forms, interactive order forms, secure user registration systems, custom database schema and interface design, graphic design, CAPTCHA implementation, PayPal integration and much more.
- Conducted independent development research projects including advanced content management and creation solutions, P2P collaboration networks and intelligent UI dynamics.

PhoneBase Research, Inc., Fort Collins, CO – http://www.discoveryresearchgroup.com/phonebase-research **Manager, Data Services**	2003 – 2006

Department head managing a close-knit team of 4 – 8 full time programmers tasked with implementing questionnaires in our various data collection systems and providing nationwide support to call and data centers.

- Coordinated corporate and departmental goals increasing and maintaining quality inter-departmental communications fostering a productive team atmosphere between the Data Services, Client Services and Data Collection departments.
- Oversaw nationwide technical support to all departments implementing training and processes that allowed a reduction in support overall needs and an increase in self-support capabilities, reducing overall technical support hours by nearly 75%.
- Developed new processes and techniques to increase productivity and product quality, allowing a 50% staff reduction while simultaneously increasing productivity by 400% without increasing the overall employee workload.
- Managed and scheduled all data collection projects ensuring timely delivery of tabulated data.

PhoneBase Research, Inc., Fort Collins, CO – https://www.discoveryresearchgroup.com/ **CATI / Software Developer**	2000 – 2003

CATI (Computer Aided Telephone Interview) program developer responsible for coding, testing and implementing projects on tight schedules. Responsible for various software development and maintenance projects using Visual Basic, VBA, PHP, MySQL and shell scripting in both Windows and Unix/Linux environments. Installation and support of large telephony systems. Network installation, support and maintenance for regional call centers and central offices. PC hardware and software installation and support for all locations.

- Successfully provided nationwide technical support to three outbound call centers totaling over 500 employees enabling projects to finish on time and on budget.
- Developed custom reports and applications using various languages and techniques to remove redundancy, increase efficiency and streamline internal processes.
- Developed and implemented detailed campaigns for many high-level clients including Nintendo, Washington Mutual and Texas Health-care Systems with a very high level of client satisfaction.

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ADDITIONAL EMPLOYMENT

PhoneBase Research, Inc., Fort Collins, CO – https://www.discoveryresearchgroup.com/ **Call Center Supervisor**	1999 – 2000

Supervise a call center of 75 outbound interviewing lines conducting research on 5 – 15 projects simultaneously with a staff of 200+ employees. General HR duties including staffing, conflict resolution, mediation. Monitoring of overall production rates, interview quality and data validation. Manage employee scheduling, inter-department communication, level 1 trouble resolution and customer conflict resolution.

PhoneBase Research, Inc., Fort Collins, CO – https://www.discoveryresearchgroup.com/ **Data Collections Agent**	1998 – 1999

Conduct professional interviewing of top executives in varied industries. Conduct customer service and customer satisfaction interviews. Monitor data quality and interview relevance. Validate customer responses to ensure data quality.

TECHNICAL SKILLS

Computer Languages: Golang, PHP, SQL/PL-SQL, JavaScript / Ajax, Python, Perl, Java, Visual Basic / VBA, C++, Shell Scripting (Unix/Linux/Windows), ACS-Query, Quancept

Frameworks: Angular, jQuery, Polymer, Bootstrap, Backbone.js, Zend Framework, Symphony, Docker, Docker Compose, Kubernetes, Helm

Software: Windows (95/98/2000/XP), Apple (OS 9/X), Linux (Gnome/KDE), command line interfaces (OS X / Linux / Windows), Office applications (Word, Excel, Outlook, OpenOffice, Google Apps, etc.), image manipulation and editing (Photoshop, Gimp), integrated development environments (Zend Studio, Visual Studio, Sublime Text, VS Code, etc.), compilers (Bloodshed Dev, XCode, GCC), project flow diagrams (OmniGraffle, FreeMind, Graphviz), SSH/SCP/Rsync and similar, LAMP environments, VPN, data conversion / tabulation (DBMS copy, SPSS, Excel, Sheets), all major web browsers, VMware/Parallels/VirtualBox emulation, DNS/Bind, mixed (Linux / Windows / OS X) network environments, Docker-based container services, etc.