Oren Epstein

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SUMMARY

Highly motivated developer with over 18 years of experience in development, database, Windows and Mac operating systems; and data import and extraction for business intelligence reporting, with an emphasis on intranet applications and customer, enterprise and employee support. Specialized focus on designing, developing, testing, deploying and maintaining software applications, rich internet applications and websites. Proven experience building tools for customer support that significantly decreased issues year over year.

TECHNICAL SKILLS

Programming Languages: PHP 5x - 7 with a focus on Object Oriented Programming, HTML5, CSS3, Javascript, JQuery, Ajax, T-SQL, Coldfusion
RDBMS: MySQL, MSSQL Server 2008R2/2005/2003, Oracle, MS Access
Operating Systems: MacOS/OSX, Linux/Bash Scripting, Windows Server 2005/2008, Windows NT through Windows 10
IDE's: Coda, Codeanywhere, NetBeans, Adobe Dreamweaver CSx, Notepad++
Web Related Technologies: Cpanel, WHM, Braintree, Weather Underground, and other various API's
PHP Frameworks: Kohana 3.x
Certifications: Microsoft Security+
Version Control: GitHub, Subversion
Other Software: PhpMyAdmin, EPP Server Functions, CPanel, Wordpress, Google Drive Suite, MS Office Suite, Adobe Creative Suite, Computer Associates Brightstor ArcServe 9
Database: MySQL, T-SQL, MS SQL (2005/2008/2008R2), SSIS, Reporting, Stored Procedures, SQL Mail Agent

Career Objective:

To work as a Developer in a reputed organization and apply my knowledge and skills in enhancing the front, middle, and back-end layers for applications and provide exceptional customer service to public facing entities.

PROFESSIONAL EXPERIENCE

DNC Holdings/Keypath LLC   **July 2014 – May 2017**
Directnic.com, Dotology.com, Dnc.io, Domainvault.com
Senior Engineer
Developer on a combined team of six working in an agile environment to write, refactor, and produce code for public and internal consumption, including customer and intranet facing applications and web services.

- Worked with customer service team to provide new solutions for customers on forward-facing ecommerce sites using PHP, JQuery and MySQL
- Built Domain Offer/Purchasing system for customer-facing site that was advertised in industry publications and created new revenue streams for the client

- Built tools for customer service that enabled them to resolve more customer issues internally and decreased the need to escalate issues by 30% year after year
- Balanced ad hoc Tier 3/All Escalated Support requests with daily responsibilities
- Collaborated with executive management to bring new features to customer-facing sites, with the intention of increasing revenue streams and driving sales using the Kohana HMVC framework
- Built out back-end software to interface with domain registrar API's
- Worked with CLI tools to complete day-to-day activities
- Administered/performed tasks in CPanel for customer accounts
- Created Minion scripts for Kohana to parse MySQL data, register/unregister/update domain names and provide company reporting
- Responsible for day-to-day activities in a database containing over 725,000 regular and high profile domains
- Synced work of six person development team via GitHub
- Tested code and scripts before deployment
- Performed code review for team
- Worked On Call solving EPP server issues overnight
- Ensured the availability and stability of company web-based tools
- Developed and maintained PHP- based tools for our internal operations groups
- Provided documentation for all new code
- Worked closely with teams when projects called for agile collaboration

Applied Computer Technologies, Long Island (ACT-LI)   **April 2011 – May 2014**
Programmer and Technical Lead
Programmer on various projects including creating content management systems and day to day programming along with database coding needs as set forth by various clients.

Daniel DeMarco and Associates
- Contracted to build complete end to end inventory system for client in order to help their business track their main product from inception to installation in brick and mortar retail in response to client tracking everything via Excel spreadsheet
- Project was built as a beta using PHP 4.x and MySQL and migrated as needs changed to PHP 5.x and MSSQL.
- Coding included Javascript and use of Kool components (www.koolphp.net) in order to provide data grids where applicable.
- Integrated a Javascript based Gantt chart component by DHTMLX into this project in order to input and output data from their main MSSQL DB.
- Used HTML, CSS and Javascript on the Front End.
- Interfaced with clients regarding technical matters on an ongoing basis

Township of Brookhaven, NY
In an effort to reduce paperwork for their traffic safety department, I built a custom GIS application to translate paper accident forms (MV-104) to digital versions, along with plotting points of incident on an ESRI map.
Technologies used: PHP5.x, ESRI Javascript API, AGO (ArcGIS Online), CSS, HTML, JQuery.

Freelance Web Developer (contractor)   **January 2001 – January 2014**

- Various Wordpress, Joomla, responsive and mobile websites on an as needed basis.
- Examples available at http://www.oren-epstein.com.
- The Music Button (www.themusicbutton.com)
- Aphex Neutrocuticals (www.hangovermd.net)
- Finespun (www.finespunmusic.com)
- Various Home Based, On call, repair and maintenance
- Press kit planning
- Duplication, Distribution & Creation of CD's & Multimedia
- Web sites for CD distribution and sales maintenance

Information Clearing House Incorporated   **December 2007 – March 2011**
Development Manager/Programmer
- Managed and oversaw development teams for website development, infrastructure, network planning and database security and administration for the company's various websites and day to day operations.
- Managed team for projects concerning development of applications for the Internet, and inter-office use.
- 90% of my time was spend coding: ColdFusion, Perl, HTML, JavaScript, PHP, MySQL, SQL Server 2000/05/08 and Flash applications
- Re-evaluated and coded mission critical applications
- Managed both in house and outsourced programming and infrastructure teams

Additional Duties Included:
- Support for Office 2003 & 2007 suite of products
- Provided PC repair and maintenance where needed as well as providing support for Mac users
- Configuring IIS 6/7 for web applications
- Configuring Windows 2003 and ColdFusion Server 7,8,9
- Providing support to in-house staff of 20 at local office, telephone/onsite support to remote office of 50 users
- Provided troubleshooting in-house help desk issues for all websites, local desktop PCs, and windows servers
- Provided troubleshooting (via phone and email) for user's desktop, website, and software application issues
- On the spot fixing of legacy code issues during mission critical hardware or software failures
- Secondary maintenance of firewall troubleshooting
- Provided reporting, analysis and planning for existing and upcoming projects.

Stretch The Skies Inc.   **April 2003 – December 2007**
Director of Sales and Marketing
- Responsible for bringing new products and partners into the company, facilitating partnerships and product R&D as pertained to individual projects.
- Liaison to CEO regarding day to day operations - responsible for updating superiors on daily business, making appointments, scheduling three to ten person conference calls both during and after business hours, providing general breakdown of incoming technologies and providing support and information to entire staff.
- Successfully negotiated the development of new opportunities including bringing products into the company from major record labels, major book distributors and major television and movie studios resulting in increased sales and over 100 new partnerships

- ***Director of Digital Distribution/Co-Director of Physical Distribution***
- Worked directly with customers and client companies (Transworld Entertainment, Apple, Rhapsody, Amazon, etc.) to bring their projects to both physical and digital retail level of sales.
- ***Web Designer / Programmer*** (Dreamweaver, Perl, Javascript, Flash, etc.)
- Designed new websites and worked on consistent basis to make web presence more efficient and cost effective. Implemented web hit tracking, e-commerce P.O.S. points, affiliate linking, and email advertising blasts for company.
- Graphic Design for print and web, including customer requested artwork and company marketing materials

Microfiber Networks/Travelink2000/Brown Jewelers   **May 2000 – March 2003**
Web Designer / Senior Network Administrator
- Built and designed network, provided troubleshooting and technical support for 30 users on the Windows 2000 Server operating system, including one remote location via Virtual Private Network(VPN)
- Provided expert PC and Server Analysis to management
- Help Desk - Troubleshooting complicated PC problems from client & server perspective including help desk support, vendor support, and remote administration.
- Site Maintenance for Distribution & Sales
- Backup Operator

Software:
- Operating Systems - Installation & troubleshooting - Windows 95/98/NT/2000/2000 Server/Terminal Services/XP
- MS Office 2003 & XP
- Adobe Creative Suite and Macromedia Studio MX 2004 Professional, Poser 5, SwishMax for Graphic and Web Design
- MS SQL Server 2000/Pervasive SQL/Access/some ASP
- Computer Associates Brightstor ArcServe 9
- ASC Craftsman (Jewelry-based POS and Inventory system)
- Miva Merchant

Hardware:
- Network Installation & Creation from the ground up
- Building workstations and servers from scratch
- Watchguard Firebox Firewall

Suffolk Community College   **September 1999 – May 2001**
Student/Teaching Assistant/Tutor (part time)

- Computer Information Systems Team – Trained Students on technical coursework regarding MS Office Suite of software (Word, Excel, Access, Power Point, Publisher).