

SOFTWARE DEVELOPMENT ENGINEER

Problem Solving | Relationship Builder | Coaching Leader

A resourceful software development engineer with 20 years of experience defining user requirements, designing products customized for each client implementation, rolling out products and training end users on the software. Leading remote teams, managing multiple projects simultaneously, meeting tight deadlines and never losing the innate positive attitude and sense of humor in the process.

- CORE COMPETENCIES -

- Full Stack Development
- Customer Needs Interpreter
- Continuous Improvement
- Client Relationship Management
- Corporate Trainer
- Project Management
- Servant Leader
- Problem Solving
- Emotional Intelligence

- TECHNICAL SKILLS -

- HTML5
- CSS3
- Bootstrap
- JavaScript
- jQuery
- Node.js
- React.js
- GIT
- JIRA
- SQL DBs
- MongoDB
- REST API
- Handlebars
- MERN
- PWA
- SPA
- EJS
- Python

- PROFESSIONAL EXPERIENCE -

PeopleGIS | Wakefield, MA

Nov. 2019 - Present

A consulting company providing MapsOnline and PeopleForms online services to municipalities, and city/town agencies.

Project Implementation Manager

- **Design and build custom UI configurations for responsive designs on mobile devices**, Chrome, Explorer, Edge, Firefox, Opera and Safari using HTML, CSS to provide a unique user experience based on customer request.
- **Code application features such as login pages, data entry forms and data displays** using node.js, JavaScript, HTML, CSS, jQuery and a SQL database for all data storage.
- **Verify customer complaints, identify root cause of complaint**, fix the code, close loop with customer. Roll out changes company wide after documentation and customer satisfied with solution.
- **Solve complex planning problems for municipalities forecasting 20 years of financial reserves**, visual representations of day-to-day operational needs and report formatted data by utilizing PostgreSQL stored procedures.
- **Project management of 4-5 simultaneous projects** lasting an average of 4 months each. Work with sales to estimate timelines on proposals through design, implementation, roll out, customer training and support.
- **Client services include planning and implementation of software updates** and new version releases on a schedule that causes minimal disruption to the client.
- **Fosters client relationships to be synergistic instead of a complaint extinguisher** allowing customers to seek opinions in addition to trouble shooting support.

Vestmark, Inc. | Woburn, MA

Jan. 2016 - Nov. 2019

A wealth management company providing a SaaS solution to 3 million accounts.

Implementation Engineer

- **Analyzed client needs to see if off the shelf or custom solution was needed** then created project overview documenting expected engineering manpower and timeline for project.
- **Configured and setup managed accounts on SaaS platform** working closely with clients to manage client expectations when scope creep would impact timelines and financial commitments.
- **Delivered updates during daily Agile standups**, backlog refinements, planning poker and mob programming.
- **Customized 20 client interfaces using HTML, CSS (Bootstrap) and jQuery**, and performed data validation with JavaScript.
- **Built reports using iReports reporting software** for Annual, Quarterly and Monthly mutual fund prospectuses.

Philips Healthcare | Andover, MA**May 2011 - Jan. 2016***A healthcare technology company leveraging technology to deliver diagnosis tools and homecare solutions to patients.***Product Support Engineer**

- **Led biweekly meetings with 15 engineers to increase communication**, build sense of team, provide an open forum to discuss wins and overcome resent struggles.
- **Upgraded customer software 7+ times a year** providing support for customers in an FDA regulated environment.
- **Wrote HTML, CSS and JavaScript to customize and enhance features, test and debug** software prior to initial release working with software development team to resolve issues in user functionality during development.
- **Saved engineers 4+ hours a week** by writing scripts in VB and SQL to instantly connect support engineers to internal databases increasing productivity and allowing more cases to be closed each day.
- **Solve customer complaints through VMware simulations** reproducing the customer issue then providing a fix.
- **Collaborated with marketing to write release notes / user manuals** providing the technical accuracy.

Scribe Software | Bedford, NH**Mar. 2010 - May 2011***A SaaS cloud-based integration service for 10,000 businesses to automate dataflows.***Technical Support Analyst**

- **Reduced the number of service call elevations by 60%** by training technical support staff on proper coding and developed a quick reference cheat sheet of common syntax errors.
- **Presented user training material at user conference** for Equifax, TATA Technologies, Lucent, and Agilent.

CIBER, Inc. | Woburn, MA**Mar. 2006 - Feb. 2010***A full-service IT consultancy providing CRM Application Implementation Services for Siebel CRM.***Siebel Development Consultant**

- **Performed needs assessments, acquired user requirements**, created technical specification documents and authored test plans to ensure customer satisfaction and overall system operability
- **Completed and implemented all development tasks** (coding, testing, bug fixing) on time with minimal defects.
- **Worked with business analyst team and end users** to develop customer needs analysis. Decided if customizing out of box software is feasible, cost effective and advised of the performance impact on the system as a whole.
- **Hired and managed remote team of engineers in India** delegating development work, providing design specifications, and functional specs removing roadblocks while fostering a team environment.

Oracle (formerly Siebel Systems, Inc.) | Merrimack, NH**Nov. 1999 – Mar. 2006***A software development company who developed Customer Relationship Management solutions.***Principal Siebel Consultant – Professional Services | 2001-2006**

- **Delivered \$150K to the bottom line** by writing custom SQL stored procedures reducing review time by 25%.
- **Became Subject Matter Expert resource for 125 employees** worldwide.
- **Multiple time recipient of Siebel Customer Certified Consultant** for outstanding customer service.
- **Training up to 20 end users at a time** on new releases or new product installations.

Senior Configuration Specialist – Expert Services | 1999-2001

- **Interfaced between tech support and engineering** only escalating issues not solvable in expert services.
- **Performance testing newly designed products** prior to live roll out to minimize potential flaws.

- EDUCATION & CERTIFICATION -**Master of Science in Computer Information Systems**, Southern New Hampshire University**Bachelor of Science in Business Administration**, Southern New Hampshire University**Full Stack Development Certificate**, University of New Hampshire – Aug 2021