Patrick M. Riley

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patrick@patrickmriley.net   (859) 536-6767

Technology Professional With Business & Analytic Skills
Software Design ▪ Product Analysis ▪ Business Analytics ▪ Business Strategy

Technology professional with a knack for interpreting software communities and trends; consistent track record achieving business goals. Passion for learning and empowering my peers.

- Over 10 years of experience in software focused on the financial, healthcare, and technology sector.

- Deep tech industry awareness with ability to forecast trends and make informed product decisions.

- Software design architect with an experienced track record of empowering software teams.

- Strategic mindset aimed at optimizing software product development and retaining talent.

PROFESSIONAL EXPERIENCE

Cisco Systems, Inc., Durham, NC   2019 – Present
Software Architect, Customer Delivery
UI Architect for the CX Labs Servicing team supporting global CX Labs initiatives.

Key Achievements:
- Architected new TypeScript/React.js/Graphql frontend application from the ground up.
- Completed several successful business milestone and beta deliveries, improving the experience throughout.
- Constructed a core React design library implementing Cisco UI design kit leveraged by several teams at Cisco and the CX Labs frontend application.
- Implemented Apollo Graphql integration with Python Graphene backend, leveraging latest Apollo Graphql 3 tooling. Obtained deep experience with Graphql modeling, caching, file types, and TypeScript integration.
- Interfaced with business daily and helped construct UI design in Figma and Sketch design tools.
- Responsible for UI team Agile sprint planning, Jira project planning, and backlog review.
- Responsible for code reviews, source code management, and environment UI delivery.

IBM (acquired Red Hat, Inc 2019), Raleigh, NC   2016 – 2019
Senior Software Engineer
Design and develop cloud software for the leading provider of open source solutions.

Key Achievements:
- Implemented key PatternFly 4 UI design improvements to OpenShift 4.1 & 4.2, Mid 2018-Mid 2019
- Contributed UI support to Red Hat Subscriptions product, Red Hat Insights, Summer 2019
- Initial React/Redux UI project architecture, Red Hat Solution Explorer, Early 2018
- Senior UI developer on the CloudForms infrastructure migration solution, a key 2017-2018 strategic initiative demonstrated during 2018 Red Hat Summit keynote.
- Recognized as a key contributor to PatternFly React, the core product design library, Early 2017 - 2019.
- Spoke at national conferences All Things Open Raleigh 2017 and Dev Nexus Atlanta 2017.
- Developed fullstack push-button infrastructure prototype, Fall 2016
- Regularly present at and attend local RTP software meetups to refine skills and improve awareness.

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K4Connect, Inc., Raleigh, NC 2015 – 2016
Senior Fullstack Engineer
Served as a fullstack web and mobile engineer for the K4Connect product team.

Key Achievements:
- Developed and supported the K4Community iOS/Android app. Added major features for 1.0 release including iCloud photo support, OpenTok/webRTC video chat, and health and wellness metrics.
- Tested on several devices including Samsung Galaxy Tab, Samsung Nexus, iPad, iPhone, iPod Touch.
- Constructed the K4Community dashboard in MongoDB, Express/Node.js, and Angular.Js.
- Tested and interfaced frontend UIs with K4Connect hub controlled devices including smart light bulbs, thermostats, bed sensors, and Garmin health trackers.

BlueCross BlueShield of North Carolina, Raleigh, NC 2014 – 2015
Senior Web Developer, Durham NC
Served as a senior web developer for the Digital Marketing team.

Key Achievements:
- Created BlueConnect, BCBSNC's member engagement dashboard homepage. BlueConnect is a mobile and tablet friendly dashboard allowing users to view plan details in a dashboard, customize content preferences, view social media, and find health tools. BlueConnect was a key initiative of FY15 and a major part of BCBSNC's consumer engagement strategy.
- Received the 2015 WebAward for Outstanding Achievement in Web Development.
- Scaled the BlueConnect site to support millions of BCBSNC members' daily health plan needs.
- Automated testing processes to encourage proper development and ensure cross browser compatibility.

Heartland Payment Systems, Inc. Jeffersonville, IN 2012 – 2014
Enterprise Application Developer, Jeffersonville, IN

Key Achievements:
- Engineered user interfaces for call center representatives, payroll team, escalation team, and Heartland's sales force. Applications were primarily written in ASP.NET/C# 3.5.
- Leveraged a variety of business tools supporting Heartland's financial services. Performed data analysis to facilitate credit processing/acquirer network fees, reversals and chargebacks, and payroll functions.
- Achieved Heartland IT Employee of the Quarter, Q2 2013.

EDUCATION AND CREDENTIALS

North Carolina State University, Jenkins Graduate School of Management, Raleigh, NC   Aug 2018 - Present
Master of Business Administration (MBA) Student

University of Louisville, Louisville, KY   2005 - 2009
Bachelor of Science, Computer Engineering/Computer Science
Presidential Trustees Scholar, Graduated with Honors, ACM International Collegiate Programming Regional Finalist

Professional Development and Training – Coursera iOS App Design and Development for iOS, Microsoft Technology Specialist HTML5/CSS/.NET Framework

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ADDITIONAL INFORMATION

Technical Skills – iOS/Android, JavaScript, React.js, HTML5/CSS, Node.Js, GraphQL, C#/.NET, .NET Entity Framework/ORM, SQL Server, Postgres, MySQL, MongoDB, Docker, Kubernetes, Jira, Microsoft Office Suite

Community Activities: Triangle JS and Triangle React Meetups, ChichTech RDU volunteer, Runner/walker for local charities including St. Michael in Cary and the Apex Kiwanis Club