

Randall Gann

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Software Engineer

- 2 Years experience with .NET, .NET Core and UML(Unified Modeling Language)
- 2 Years experience in Object-Oriented analysis, SOA, design patterns, software development, implementation and maintenance
- Proficient in building server-side applications utilizing Visual Studio and C#
- 2 Years experience working with Aerospike (NoSQL) database and distributed systems and high-volume transaction processing
- 2 Years experience in messaging technologies IBM MQ, Kafka and Rabbit MQ
- 2 Years experience with BP&T(Balances, Positions and Transaction) ecosystem, batch processing, CAT(Customer Account Technology) data dependencies and authorization, Enterprise Security Master data and loading OCC(Options Clearing Corporation) data extracts
- 2 Years experience developing/managing REST and SOAP-based Web Service APIs in a transaction processing environment

WORK EXPERIENCE

FDM Group Inc • Dallas, TX • 08/2021 – Present

Software Developer @ Charles Schwab – Portfolio Accounting and Data Loads

Software Developer • Full-time

- 50+ Bug Fixes and Root Cause Analysis Presentations
- Developed a new UI feature in ASP.NET MVC that saved 1/hr+ in developer investigation time.
- As part of Production Support triaged incoming issues decreasing average time taken per story by 10%.
- Produced daily C# .NET code changes per business requirements for over 30 in-house applications.
- Analyzed and found the root cause of latency issues between data centers that resulted in a 60% increase in application efficiency.
- Produced Confluence and Jira documentation for complex problems, enhancements and bug fixes, enabling seamless collaboration and knowledge sharing across teams.
- Effectively collaborated and communicated with multiple teams to provide a solution for a production issue with dependencies on MQ Messaging, Mainframe Ops and my own team's application, improving production support operational efficiency by 3/hr per incident.

IT Field Engineer • Dallas, TX • 01/2014 – 08/2021

Independent IT Consultant and Field Engineer

Field Engineer • Full-time

- Lead Technician for a 20+ location network infrastructure refresh increasing the efficiency of the installations by 2 days.
- Daily troubleshooting of network devices and desktop computers averaging the successful completion of 3-5 tickets per day.
- Lead the deployment of outdoor WiFi systems for a national car dealership chain – over 15 locations completed in region.
- Designed and maintained an end-to-end HIPAA compliant 20+ employee IT solution for a medical office.

Allaso Ranch Retreat Center • Hawkins, TX • 05/2012 – 01/2014

Network Manager • Full-time

- Wrote and implemented python scripts to automate and manage 13 Cisco devices campus wide

- Coordinated IT and Audio/Video infrastructure use by over 45 guest groups successfully
- Upgraded Crestron Audio/Video control system to achieve a 5 basis point guest satisfaction increase
- Managed 25+ Windows Workstations, Cisco network and Windows Server domain

East Texas Advanced Communications • Tyler, TX • 07/2007 – 05/2012

IT Technician • Full-time

- Built custom servers for Geovision Surveillance Camera solutions that handled 24 cameras per server.
- Lead technician for a regional hospital structured cabling project over 20,000 sq ft
- Lead technician for 125 bed nurse call system installation.
- Built and maintained office networks, servers and PCs for over 100 clients

EDUCATION

Post Graduate Program in Data Science & Business Analytics

UT Texas McCombs School of Business • Austin, TX • 08/2020 – 05/2022

Associates in General Studies

Tyler Junior College • Tyler, TX • 05/2000 – 05/2002

CERTIFICATIONS

Google Professional Cloud Architect • 03/2024 – 03/2024

Google

Aerospike Developer Certification • 01/2023 – 11/2023

Aerospike

CCNA • 11/2017 – 11/2020

Cisco

SKILLS

Cloud Engineer: AWS, Azure Cloud, Google Cloud Platform

DevOps: BitBucket, Confluence, Confluence, Containers, Docker, Git, Github, Jira, Kubernetes, Linux, Terraform

Programming: ASP.NET, C# / .NET, Object Oriented Programming, Python

Networks: Cisco, Firewall, Juniper, Mikrotik, SonicWall, WiFi

Database: Aerospike, GCP Cloud SQL, IBM DB2, NoSql, SQL