Randy J Rieger

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Software Engineering / Business Intelligence

Client & Server-side Development ∎ *Data Reporting/Analysis* ∎ *Multi-dimensional*

- **Well Rounded Software Engineer** – I offer experience in the full software development lifecycle – covering requirements elicitation, design, development and unit testing

- **Crafting Stories Out of Data** – I have been immersed in data for most of my career, performing tasks such as report creation, data mining/investigation, data modeling and dashboard crafting

- **Personable Leadership** – I enjoy being a team mentor, no matter my position. I have experience leading a software development team as both **team lead** and a **manager**.

- **Beyond the Cubicle** – I have the flexibility that allows me to have responsibilities beyond coding, such as in product/sprint planning, scrum duties, giving presentations, application deployment, training and connecting with customers.

- **Independent** – I am as comfortable working in the office as I am on site at a customer's location. I've worked remotely on many projects and can do so without constant supervision

Core Technical Tools

- **Programming** – full stack development (client and server-side), with a preference for server-side*
  C# (ASP.NET Framework up to 4.6.1 & Core 2.2 with Razor pages, JavaScript, jQuery, CSS, Bootstrap, VB.NET, VBScript (Classic ASP), MS Test - *exposure to GoLang, Android Studio, NodeJS*

- **Data Related** – Dashboard Creation/Data Visualization, Report development, data mining
  XML, HTML, REST, SOAP, SQL, MariaDB, Pervasive, MySql, Snowflake, Oracle - *exposure to SQL Server*

- **Software/Tools**
  Crystal Reports , Github, JIRA, MS Teams, Perforce, Chartio, Siebel CRM 6.x, 7.x (Life Sciences) - *exposure to Postman, SQLYog, Confluence, iDashboards, Google Analytics, AWS*

- **Leadership Experience**
  Team Manager and Team Lead experience, project planning, software release management, process development, interview experience, external consultant management

- **Agile Experience**
  Sprint planning facilitator, Sprint management, Scrum facilitator, leading retrospectives

- **Soft Skills**
  Obsessed with creating and sharing documentation, customer training, classroom teaching, presentation development & delivery, business requirement elicitation/prioritization

Professional Experience

Omnitracs Canada LLC (formerly part of Qualcomm) Windsor, ON

Presently, senior software engineer on a TMS (Transportation Management System) which builds and supports software for the trucking industry. It allows carriers to manage their own trips by securing shipments, tracking and receiving updates through telematics, supporting invoicing, driver/carrier pay, and integration with several 3rd party services to enhance and support the customers' business

Senior Software / Business Intelligence Engineer [Nov 2019 – Present]

- Creation of dashboards to provide business and our customers with an overall understanding of their company's revenue and health, as well as business volume and retention of our customer base

- Creation of external dashboards, viewable by authorized customer users, to allow them to understand their overall health, year over year analysis of their financial well-being, and how they compare to others on our system

- Integrating web application with dashboard provider and enhancing various other modules within the application, reducing technical debt

Manager of Software Engineering [Nov 2018 – Nov 2019]

- In addition to Team Lead duties: Monthly performance reviews (including managing team objectives), team guidance, career pathing, HR items, sprint management/planning, release planning, process improvement, retrospective, project management

Senior Software Engineer / Team Lead [Mar 2017 – Oct 2018]

- Mentoring team, providing code/SQL/test script reviews, sprint management, resource allocation

- Integrations, sustainment development, helping manage UAT testing & releases

Software Engineer / Reporting Lead [Oct 2011 – Feb 2017]

- As the report lead, working with Crystal Reports and homegrown reporting engine, exporting data reports requested by business and customers

- Developing on core modules of the system, new integrations with 3rd party services, technical support, on-call support, improving conference registration system

- Notable projects include an early integration with iDashboards, BorderConnect websocket-based eManifest submission process, Order Export engine, Order Input engine, Truckload project (Business Analyst role), customer data importer for onboarding

Spectra Energy (Union Gas Limited) Chatham-Kent, ON

Application Developer [contract] [Aug 2007 – May 2011]

Over a period of 3 contract positions, helping to support internal applications and to aid in upgrading the SCADA system for the gas control department. *Achievement Highlights:*

- Sole resource updating/supporting a web application used to fax, email, auto dial customers in the event of an emergency along the pipeline or when unplanned maintenance was needed. The application was needed twice for these situations during my time as a developer and proved successful

- Team resource supporting homegrown large, internal back office/CRM application for invoicing customers, managing contracts, reporting and customer management

- A member of a small team of analysts upgrading the legacy SCADA (Supervisory Control and Data Acquisition) system to a modern solution. This involved learning attributes of various devices within pipeline stations, deciphering isometric diagrams and developing schematics for these devices for the upgraded system

- Team resource on other software systems, which adhered to regulations dictated by the OEB (Ontario Energy Board) to ensure that vendors were in compliance when using our products

SKURA Corporation Mississauga, ON

CRM Software Consultant **[Independent Contractor] [Aug 2007 – May 2011]**

CRM Software Consultant **[Sep 2000 – Aug 2003]**

During my time with SKURA, I was involved with 11 different Siebel installation/upgrade projects for 8 different customers – primarily in Life Sciences. I have worked in the office and remotely from home, but more than not, I was on-site with the customer, whether it was in Toronto, Montreal or in Princeton, NJ.

- Involved in all aspects of the project life cycles, though primarily in the execution phases which involved installation, configuration and development.

- On one project which spanned nearly a year, I was involved in every aspect of the project, from discovery to delivery, as both a junior business analyst and as a developer. This gave me a vast understanding, early on, of the different roles and responsibilities of the stakeholders involved in such a large-scale project.

- Team leadership, other duties included, product release, customer training

Education

UNIVERSITY OF TORONTO – Toronto, ON
Certificate of Business Analysis (Continuing Education)

UNIVERSITY OF WINDSOR – Windsor, ON
Bachelor of Education (Computer Science / Individual in Society)

UNIVERSITY OF WINDSOR – Windsor, ON
Bachelor of Science [Computer Science], Minor in Psychology

Personal Projects

- The Caregiver – an old school, tile-based RPG game I am developing, akin to the Ultima series from the 1980's by Origin Systems

- L00T – this started out as a strategic card game. I translated it into a program in order to test the rule set and playability

- Piggybank – this is an educational application used by a local high school used in their mini-society program. It basically mimics a bank, allowing students to use an ATM to deposit or withdraw funds, and to pay bills. They can view the history of transactions and receive their pay cheques which the teacher can deposit. It's been in use for over 10 years and it's written in Visual Basic. I have starting to rewrite this in C# for an online app but maybe decide to switch to .NET Core.

- Off The Keyboard
  - I have various writing projects on the go. It's something that's been part of me since I was a young teen
  - I enjoy playing the piano. I learned as an adult because I missed out as a child. I have lots to learn
  - I enjoy yoga and mindfulness. I find both to be very beneficial in both my personal and professional life
  - Video games are a part of my life. Strategic and simulation games are my favourite

* *REFERENCES AVAILABLE UPON REQUEST*