

# James Hendricks

## Software/Web Developer

Monroe, LA - Email me on Indeed: [indeed.com/r/James-Hendricks/6fc1642782ab28d5](https://www.indeed.com/r/James-Hendricks/6fc1642782ab28d5)

Willing to relocate: Anywhere

Authorized to work in the US for any employer

### WORK EXPERIENCE

#### Web Developer

TRACE CYBER SOLUTIONS(TRACECYBERSOLUTIONS.COM) - Rochester, NY - 2015 to Present

Principally tasked with overhauling and modernizing company website from its original design. Regularly update

company news, testimonials, accreditation lists, feeds, etcetera to keep site current and engaging. Ancillary responsibilities include compiling notes from consultants' audits into reports formatted to meet ISACA standards.

Replaced the inconsistent inline styling used in the original design with CSS to create a more uniform appearance throughout the site.

Integrated bootstrap framework to improve the readability and appearance of the site on mobile devices.

#### Software/Web Developer

CATERTRAX.COM - Rochester, NY - 2010 to 2015

Software as a service company which provides catering and floor stock management solutions for restaurants, caterers, cafeterias, hospitals, & universities.) - Rochester, NY

Software/Web Developer, 2010-2015

Web design and software development under waterfall, and later, SCRUM methodology. Added new functionality

to the Catertrax SaaS platform based on requirements coordinated our sales team. Fixed bugs reported by phone support staff or tracked down from error logs. Assisted our Quality Assurance team with regression testing using SmartBear's TestComplete software and scripting languages.

Augmented ordering platform by automating timezone settings. This was done by using an API to geocode the customer's address, then passing it to a timezone API to calculate the offset from GMT. The settings had previously been entered manually by support staff and were often inaccurate. My improvement increased the timeliness of deliveries and eliminated the need for semi-annual updates of timezone offsets, potentially saving hundreds of man hours.

Created a web service to simulate transmittal of cXML responses from a clients chosen eProcurement provider. The EP providers' security policy didn't permit outside developers to have test accounts. We were originally expected to test the interface we were developing by e-mailing or phoning a their contact who would attempt an order, then notify us of the outcome. Taking the initiative to create the simulator markedly reduced development time for the entire team and allowed us to deliver ahead of schedule.

Developed an application which retrieved .csv files from a SFTP locations, then performed database updates

as needed. Records could be altered, (soft) deleted or inserted in any specified table depending on settings in a unique configuration file. It typically ran weekly for clients utilizing site wide "single sign on" logins where up-to-date employee records are particularly crucial for maintaining security.

### **Internet Technician**

FRONTIER COMMUNICATIONS CORP - Rochester, NY - 2008 to 2010

Responsible for supporting end-users with certain hardware performance or internet connectivity issues related to Frontier High-Speed ADSL or FiOS service

Wrote scripts and batch files, and small applications to maximize hardware performance. Used VNC software to remotely repair poor performance issues and remove malware and ransomware infections from user equipment.

Instructed customers on using file transfer protocol to upload assets to server space included with higher-level service plans.

Performed contract maintenance on business level routers and provided remote assistance to on-site technicians without router access.

Assisted customers with wireless and wired network setup.

Advised customers on ADSL and FiOS connectivity issues, scheduled field technicians to investigate any unresolved problems with service.

### **EDUCATION**

#### **AS in Computer Information Systems in Computer Information Systems**

MONROE COMMUNITY COLLEGE - Rochester, NY

#### **BS in COMPUTER INFORMATION SYSTEMS**

EMPIRE STATE COLLEGE - Rochester, NY

### **SKILLS**

CSS (2 years), Quality Assurance (6 years), scripting (6 years), testing (6 years), Web design (6 years)

### **ADDITIONAL INFORMATION**

#### **SKILLS**

Back End Web Development Front End/Graphic Web Design (CSS, HTML5)

Console Application Development Stored Procedure Implementation ("Sproc")

Quality Assurance/Testing Web Service Development (SOAP)

Scripting for Data Driven Testing (CS Script, J Script) Software Documentation (Technical)

Version Control Administration (Tortoise SVN, GIT, Payment/Credit Card Gateway Development Microsoft Team Foundation )

E-Procurement Platform Development (Coupa, Data Structures SciQuest)