

# TsaiChing 'TC' Heiner

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## Lead Engineer

**Seeking a hands-on engineering position with a great team working on interesting problems.**

- 20+ years working in technology, banking, security and web development.
  - Highly experienced working in a large, world-class organization on critical products.
  - Effective solutions architect, systems analyst, and database designer.
  - Solid hands-on developer of enterprise platforms for legacy back-end fulfillment systems.
  - Capable project manager able to drive results with strong people skills.
  - Strong problem-solving skills; able to anticipate problems and initiate early corrective action.
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### TECHNOLOGY SKILLS:

- **Languages:** Java/J2EE/JSP, SQL, HTML, XML/XSL, JavaScript, C/C++, Python, Bash, ASP, VB Script
  - **Frameworks/Standards:** SOAP, JSP, JDBC, Spring MVC, Hibernate, JUnit, TestNG, httpUnit
  - **Servers/Platform:** Unix/Linux/Solaris, Apache, Windows X-3.x, OS/2 VAX, VMS, BEA Weblogic, ATG Dynamo
  - **Databases:** Oracle, MySQL, SQL Server 7
  - **Tools:** Eclipse/STS, Apache Ant/Maven, svn, git, IntelliJ IDEA, iLog, Rational Clearcase, Confluence, Visual Studio, Oracle Toad, XMLSpy, UML Enterprise Architect, BEA Weblogic, Coverity, PMD, FindBugs, Android SDK, Vim.
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### PROFESSIONAL EXPERIENCE:

Wells Fargo Bank  
CA  
Lead Senior Engineer  
Present

San Francisco,  
2004-

Develop and manage production applications for all product lines offered by Wells Fargo's award-winning online platform including: Home Equity, Business Deposit, Consumer Deposit, Personal Loans, Credit Card Application, and Student Loans. Additionally coordinate integrations with third party platforms, software security audits, and developing testing automation.

Manage multiple simultaneous projects, small teams, new products, frontline releases, analytics, maintenance, onboarding new team members, mentoring developers, coordinating with business product teams, and offshore development transitions.

#### 2018 Lead Production Support Engineer

Oversee installs and production for all products and platforms.  
Analyze and debug real time escalation issues with resolve platform.  
Production monitoring and support, as needed.

#### 2012 Team Tech Lead

Handle 5 projects per release.  
Mentor and train incoming developers.  
Manage small teams of developers on per-project-basis.

#### 2010 Lead Senior Engineer

Lead large projects for back-end and internal development.

Implement proof of concept for integration with outside *Filenet* and *Amex* backend systems.  
Develop custom analytics platform, dynamic pdf creation to saved apps, unit and functional testing frameworks.

2008 Senior Engineer

Transition development to offshore team in India.  
Train offshore development team on products.  
Work dual USA/India timeframes.

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2006 Tools Engineer

Tools development for internal backend infrastructure.  
Production maintenance for existing backend; continued release coordination.

2004 Release Engineer/Technical Release Lead

Coordinate projects and release requirements with release management, integration engineering, content management, QA and project teams.

MSN Singapore

Singapore,

Singapore

Back-end Developer

2003-2004

Implemented architecture of featured promotions in heavy online traffic. Coordinated among teams across different time zones to deliver critical features on time. Development in ASP.

Userrends Inc.

Los Angeles,

CA

Software Engineer

2001-2002

Implemented server enhancement projects, prototype e-mail campaign; created advertisements and coordinated distributions of emails to subscribers and app tools. Development in Java.

Brightcube

El Segundo,

CA

Programmer

2000-2001

Assisted in maintaining middle-tier layer in n-tier software system. Analyzed technologies for storage and imaging solutions. Led in-house team of developers in managing all websites involving ASP/SQL/COM technology. Completed enhancements to existing technologies under tight deadlines. Development primarily in ASP.

Neighborhood Watch Group

Kansas City,

MO

Web Architect Intern

2000

Directed team of five (5) developers in creating web-based reporting logging system for neighborhood patrol group; website featured basic security features, along with search and help systems, and was installed in two Midwest states. Collected and examined data regarding criminal sightings and generated reports on potentially problematic neighborhoods. Development in ASP.

KC Accounting

Kansas City,

KS

Software Analyst Intern

2000

Coordinated software quality testing and analysis for account firm. Development in Visual Basic.

Johnson County Community College

Kansas

City, KS

C++ Teaching Assistant

1999

Graded C++ assignments and tests, evaluated labs, and provided instruction to students.

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## EDUCATION:

University of Missouri, Kansas City  
Bachelor of Science in Computer Science 2001  
Emphasis in Software Engineering

Selected training programs include:

- Advanced Teradata, 2019
  - Security Fundamentals, Global Data Privacy & Protection, 2019
  - J2EE WebApps Defensive Programming, 2019
  - Mobile Security & Financial Crimes Awareness, 2019
  - Splunk Analytics, 2018
  - SVN/Tortoise, 2012
  - Android FastTrack, 2011
  - J2EE Web Services for Financial Transactions: SOAP/WSDL/JAXR, 2011
  - AJAX, 2008
  - J2EE Web Services for Financial Transactions, SOAP/XML, 2008
  - Sun Deep Dive Training for dTrace on Solaris X, 2007
  - Java Spring/Hibernate MVC, 2007
  - iLog Analytics and Administration, 2006
  - WebSphere MQ System Admin 1 for Distributed Platforms, 2006
  - Java Struts, 2006
  - BEA Weblogic 8.1 Programming Portals & Administration, 2005
  - Java JSP Servlets Deep Dive by Sun, 2005
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## PERSONAL INTERESTS:

Pottery, Hydroponics, Baking, Sewing, Hiking, Computer Games