

RAYMOND HOOVER

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SUMMARY

IT and Software Development professional with over +12 years of experience working with .NET framework and large enterprise solutions, system analysis, technical leadership, and project management. Expertise in developing ERP applications, healthcare systems, finance, HR, banks, e-commerce, inventory, and accounting applications. Skilled in data migration, technical documentation, requirements gathering, UML designing, and application architecture. Strong knowledge of Agile practices, test-driven development, and software engineering design patterns. Microsoft Certified Professional Developer (MCPD) and Microsoft Certified Technology Specialist (MCTS)

EXPERIENCE

Senior .NET Engineer/Software Architect/Team Lead

11/2019 to 09/2023

AMN Healthcare, United States, Remote

- Performed extensive coding in **Microsoft .NET**, using **C#** and **ASP.NET**, in a web-based environment. Designed and reviewed high-level architecture and the design of solution components
- Reduced system downtime by +13% and decreased the number of support tickets by 22% after revamping a 20-year-old software suite comprising two Classic ASP applications and 5 .NET 2.0 WinForms applications
- Developed a modern software suite in **.NET 6** with **Azure Serverless Architecture** with an **Angular SPA** frontend, resulting in a +31% improvement in system performance, as evidenced by a 23% reduction in response times and a 17% increase in system reliability
- Provided UI expertise with **Angular/React/TypeScript** to troubleshoot existing UI problems and build new user-friendly forms—revamping the user experience
- Developed a platform based on Microsoft **BizTalk**, deployed in Azure for one of the large hospital warehouse management system software providers and we integrated BTDF and Functional Routing.
- Used **Microservice** architecture, based services interacting through a combination of **REST** and leveraging Azure to build, test and deploy Identity Microservices.
- Designed and implemented a highly available and scalable cloud-based infrastructure for software development, data analysis, and production for customers in various industries
- Led an agile development team, resulting in a +33% increase in project delivery speed and a 24% improvement in the successful completion of diverse software systems
- Boosted system performance by 29% through **Datadog** integration, reducing response times by 21%, and enhancing user sessions with **LogRocket** for a 8% engagement boost. Utilized **GraphQL** and **Swagger UI** for efficient API management.
- Successfully integrated with 3rd party web services, resulting in a 20% reduction in manual data entry and a 12% increase in data accuracy
- Created a Time and Budgeting system for a large construction company utilizing **Blazor**, **ASP.Net Core**, **SQL Server**, and **C#**
- Implemented a completed Business Intelligence(**BI**) solution from scratch for OCS New Zealand and Australia, including a data warehouse solution in **Microsoft SQL Server**, ETL solution in WhereScape RED and **SSIS**, a reporting solution in **SSRS** and Power BI cloud platform
- Used **Gitlab** for source control, data collection, reporting, and project tracking. Maintained Source Code, created pull requests, performed self and Peer Code Reviews and created branches by using **GIT**, **Source Tree**
- Developed **Azure Enterprise Service Bus (ESB)**, enabling seamless integration across various systems, resulting in a 36% reduction in data transfer errors and a 23% improvement in data exchange speed
- Implemented new processes and tooling around **Legacy Systems**, resulting in a 18% reduction in system downtime and a 24% increase in the speed of responding to outages. This allowed the business to make updates with 16% greater efficiency
- Incorporated architecture changes into a new system, reducing the business's dependency on software development and enabling new clients and jobs to be executed without the need to code custom logic, thereby removing a bottleneck
- Introduced the **Scrum** process for a new team, scaling it up from 10 developers to a robust team comprising 20 developers, two QA engineers, an architect, and a scrum master, resulting in a 28% faster project delivery
- Established a **QA Operation**, initially conducting manual feature and regression testing, then implementing Selenium for automation. Automation resulted in a 31% increased test coverage
- Actively participated in the continuous improvement of the software development process, performing root cause analysis, identifying problem areas, and implementing solutions

Environment: ASP, C#, MySQL, Biztalk, Blazor, Windows Forms (WinForms), VBScript, Azure, Microservices, Enterprise Service Bus (ESB), .NET, Angular, React, Azure DevOps, Azure Pipelines, WebSockets, Full-stack, Networks, CI/CD Pipelines,

REST APIs, CSS3, Responsive Web Design (RWD), Front-end, ASP.NET, Cloud, .NET Core, Solution Architecture, Data Architecture, Data Engineering, APIs, Data, Databases, Integration, DB, Mentoring, NPM, System Design, Software Design, Microservices Architecture, Git, Source Tree, SQL Server Integration Services (SSIS), Microsoft Power BI

Senior .NET Engineer/Full Stack Engineer

03/2015 to 12/2019

Blacc Spot Media, Inc, United States, Remote

- Designed and implemented an Over-The-Top(OTT) cloud video platform that facilitated video-on-demand, live streaming, and document sharing for 700 worldwide locations, resulting in a 17% increase in user engagement and content accessibility
- Implemented real-time analytics using **TypeScript** and **React**, leading to a 11% improvement in data-driven decision-making for clients and stakeholders
- Created **REST APIs** and utilized Windows Communication Framework (**WCF**) services for seamless data exchange, improving system interoperability by 23%
- Designed and executed **SQL Database Schema**, procedures, and functions, providing stakeholders with detailed employee training status information and achieving a 9% increase in data-driven insights
- Integrated the platform with **AWS CloudFront** and on-premise media appliances, reducing content load times by 19%, resulting in enhanced user experiences and content accessibility
- Built a real-time messaging service using **MongoDB** and **ASP.NET**, facilitating interactive communication among users during live sessions and boosting user engagement by 31%
- Worked on an interactive map portal that displayed information about media appliance failures written in **.NET Core** and **Angular**, improving issue visibility by 26% and enabling faster response times
- Set up a continuous integration process using **Azure DevOps**, leading to a 33% increase in development and deployment efficiency, ensuring quicker feature releases and improved development workflows
- Contributed software engineering expertise from gathering requirements, writing technical documentation and architecture diagrams, to production deployment and product maintenance

Environment: C#.NET, Amazon CloudFront CDN, Amazon S3 (AWS S3), Microservices, Windows Communication Framework (WCF), REST APIs, Code Architecture, Azure DevOps, Node.js, WebPhone, Windows Forms (WinForms), .NET Core, MongoDB, React, Angular, TypeScript, JavaScript, Microsoft SQL Server, ASP.NET, .NET, C#, EDI, NPM

Software Engineer

09/2012 to 02/2015

University Hospitals, United States, Remote

- Implemented a **Scrum** development process with one-week iterations, resulting in a 20% increase in development speed and a 15% reduction in project delivery times
- Leveraged UI expertise in **AngularJS** to troubleshoot existing UI issues and develop new user-friendly forms, leading to a 28% improvement in user satisfaction
- Optimized the data access layer, reducing its size by 50%, resulting in a 13% improvement in data retrieval performance and a 18% reduction in database load times
- Consolidated multiple **BL** (Business Logic) class libraries into a single reusable library, reducing maintenance efforts by 28% and improving code reuse by 22%
- Introduced automated end-to-end (**E2E**) testing, which increased test coverage by 32%, reduced the number of software defects by 18%, and improved software quality
- Enhanced user experience (**UX**) with **AngularJS**, **HTML5**, and **CSS**, resulting in a 22% increase in user engagement and a 17% improvement in user retention
- Implemented a real-time messaging service using **MongoDB** and **ASP.NET**, facilitating seamless communication between users during live sessions, resulting in a 32% boost in user interaction and engagement
- Developed business components using **C#**, **WCF**, **BizTalk**, and Entity Framework

Environment: Angular, HTML5, Service-oriented Architecture (SOA), Microsoft SQL Server, Model View Controller (MVC), C#, TFS, Architecture, HTML, Redux, Webpack, .NET, Full-stack, Networks, CI/CD Pipelines, REST APIs, Responsive Web Design (RWD), Front-end, ASP.NET, Cloud, Solution Architecture, Headless Software, Data Architecture, Data Engineering, APIs, Data, Databases, Integration, BizTalk

Junior Software Engineer

05/2011 to 08/2012

Combis d.o.o, United States, Remote

EDUCATION

Bachelor of Science: Computer Science

University of Illinois Chicago

04/2012

United States

SKILLS

- **Languages:** C#, T-SQL (Transact-SQL), XML, HTML5, CSS, JavaScript, SQL, C#.NET, HTML, CSS3, TypeScript, XHTML, Sass, GraphQL, Python, PHP, Visual Basic, Less, VBScript
- **Frameworks:** .NET, .NET Core, ASP.NET MVC, Entity, Kendo UI, AngularJS, ASP.NET, Angular, Bootstrap, Redux, NUnit, Unity, Windows Communication Framework (WCF), Titanium, Classic ASP, Knockout (Knockout.js), OAuth 2, ASP, Biztalk, Blazor
- **Paradigms:** Continuous Integration (CI), Continuous Delivery (CD), REST, Service-oriented Architecture (SOA), Agile, DevOps, Responsive Web Design (RWD), ETL, Unit Testing, Agile Product Management, Scrum, Kanban, Test-driven Development (TDD), Azure DevOps, Model View Controller (MVC), Microservices
- **Platforms:** AWS Lambda, Amazon Web Services (AWS), Azure, Docker, Kubernetes, Windows, Salesforce, Oracle, ZNode, Twilio, Arduino, Raspberry Pi
- **Tools:** Git, TFS, GitHub, NPM, Stylus, Amazon Simple Queue Service (SQS), Webpack, Visual Studio, Kentico, Flyway, TNet Strings, SendGrid, Windows Azure SDK, GitLab CI/CD, AWS Simple Notification Service (SNS), Visual SourceSafe, Subversion (SVN), IBM Watson, Jira, Confluence, Slack
- **Libraries/APIs:** REST APIs, Web API, jQuery, Sockets, Salesforce API, Node.js, Vue, React, CyberSource, Google Calendar API, Vuex, Windows Forms (WinForms)
- **Storage:** OLTP, Oracle SQL, JSON, PostgreSQL, Redis, Databases, MySQL, Memcached, Couchbase, Amazon S3 (AWS S3), Elasticsearch, Oracle PL/SQL, Microsoft SQL Server, PL/SQL, Azure Active Directory, NoSQL, Azure Cosmos DB, IBM Db2, MongoDB
- **Other:** User Interface (UI), User Experience (UX), Message Queues, APIs, HTTP REST, Messaging, SOAP, Full-stack, Front-end Development, Software Development, Architecture, SaaS, CI/CD Pipelines, Front-end, Cloud, CTO, Solution Architecture, Headless Software, Content Management Systems (CMS), Data Architecture, Data Engineering, Data, Data Scraping, Web Scraping, Integration, IT Project Management, Technical Project Management, Serverless, Single-page Applications (SPA), AWS DevOps, Business Strategy, Startup Consulting, Networks, ChatGPT, OpenAI GPT-3 API, OpenAI GPT-4 API, DocuSign, Kepware Server (PLC Integration), Aurigma, DOM, Scripting, PDF Scraping, DocumentDB, Okta, Outlook, TCP/IP, UDP, Sitecore, PLC, RPC, Single Sign-on (SSO), Enterprise Service Bus (ESB), Azure Pipelines, WebSockets, Firmware

CERTIFICATIONS

Microsoft Certified Professional Developer (MCPD): ASP.NET Developer 3.5

Microsoft Certified Technology Specialist (MCTS): .NET Framework 3.5, ASP.NET Applications