

## Summary

Software Developer with 10+ years of experience in operational and analytic environments. Develops and supports SQL Server and Java/J2EE-based applications in critical environments, with complex business rules and challenging deadlines. Deeply committed to the IT values of trust-based relationships, collaboration, and transparency, in meeting business requirements. Highly desirable team member, as the acknowledged applications expert by business analysts and support teams.

### Key Skills and Competencies:

Java/J2EE Development | Report Development and Optimization in Business Objects and Crystal Reports  
ITIL Practices | Data Specifications, Capture, and Loading for Data Warehouse Environments  
Database Design, Development, & Administration | Application Support & Maintenance  
Performance Tuning of Java/J2EE and Database Applications  
Enterprise Impact Assessments, and Solution Definition and Execution

## Professional Experience

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Software Developer, Company Name

2017 – Present

Work across the entire SDLC, assuming project and support roles as a Java/J2EE Developer, Report Developer, and Application Systems Administrator. Accountable for requirements gathering and analysis, design, coding, testing, implementation planning, migrations, and deployments in development, test, and production environments.

- Gained the confidence of the business community with the stabilization of a complex, Java-based reporting environment, with numerous interfaces and integrated technologies.
- Replaced a high cost legacy system with a solution that provided more advanced capabilities. Saved \$200K annually by decommissioning the original system.
  - Gathered reporting requirements to provide data at the right granularity. Analyzed data sources, and developed code to extract, transform, and load 8 large data extracts to fulfill requirements for historical analysis. Also, enabled comparisons to existing performance/contract requirements.
  - Introduced and provided training on Excel PowerPivot to understand multidimensional analysis.
- Developed and implemented a streamlined data validation tool and process to improve quality of franchisee operator data. Eliminated need for numerous modifications to existing application architecture.
- As part of the technical sustainability program, upgraded J2EE and Client-Server applications to latest version of Java and SQL Server. Conducted an impact assessment, upgraded 3<sup>rd</sup>-party libraries, modified existing code base, and upgraded configuration changes.
  - Responsibilities included migration strategies, implementation plans, and data migration.
- Reviewed operational databases for application upgrades and achieved significant performance improvements, e.g. for a business contract indexation process, reduced processing by 75%.
- Developed Crystal Reports, with drill through subreports, for monitoring, analysis, and reporting of contract payments, costs, indexations, and taxes.

Technical Analyst and Project Manager, Company Name

2015 – 2017

**Awards:** Project Excellence Award from NIIT-DOI and 2 Awards of Excellence

As the go-to problem solver for the IT Infrastructure Support and Enhancement team, blended a rare combination of technical and business knowledge. Provided award-winning contributions in performance improvements, quality releases, and the delivery of advanced capabilities.

- Key team member team for migration to a hybrid Cloud infrastructure (IaaS), saving \$400K annually with a greener IT profile and simplified administration. Conducted an impact assessment, defined a migration strategy, created implementation notes, migrated applications, and performed a performance baseline.
- Designed and developed core components of an application that managed the master timetable and the delivery of service data used for performance evaluations of transportation operators. Modified performance calculations and reporting to ensure compliance with Service Level Agreement (SLA).
  - Met a very challenging 5-month deadline, working with team in nearly all development stages, in an environment with complex business rules, poorly defined documentation, and a new Business Analyst. Co-facilitated requirements sessions and workshops with business users and stakeholders.

- Key contributor in early implementation of changes to comply with a portion of the Franchise Agreement that established minimum requirements for delivery of services to the public and the mechanisms for monitoring associated performance.
- Played the roles of System Analyst and Lead Developer for the analysis of business requirements, creation of technical specifications, development of Java and database components, data migration to a new operator, and training of testers and developers.

Software Developer, Company Name

**2010 – 2015**

- Utilized extensive experience supporting and developing J2EE applications to design and develop using an MVC framework, as well as maintaining large applications, improving performance, creating batch processes, developing web services, building deployments, and resolving production issues.
- Created KPI reports on punctuality, reliability, and the operational performance of trains and trams, utilizing Crystal Reports for use by management and for publication to the general public.
- Automated data integrity checks for OLTP and Data Warehouse databases, with an automated process to reduce effort and to eliminate the need for the high level of knowledge required for the task.
- Implemented complex and critical functionality/business rules, across multiple domains, in the areas of contract management, payment calculations, revenue reconciliations, indexations, data validations, and transport operator performance.
- Key member of the Data Warehouse team - designed data extract and load processes, and supported data quality issues for implementation in SQL Server to enable multidimensional analysis.

## **Education and Certifications**

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Bachelor of Science Degree in Mechanical Engineering, Montana State University, Bozeman

Microsoft Certifications: MCSE and MCSD

ITIL v3 Foundation (certified)