**Summary**

I am a graduate of Kent State University with over 13 years of experience in Information Technology. My expertise and focus are in .NET, C#, Relational Databases (SQL Server, MySQL, T-SQL), WinForms, webforms, and backend development. I have also done production support, new development, and feature enhancements. I am familiar with various aspects of Object-Oriented Programming, SOLID principles, and the Software Design Life Cycle. I am well versed in agile methodology, including Story Grooming, Sprint Planning, and Scrum.

**Professional Experience**

**Support Engineer (contractor)**

**Ascendion/Microsoft** January 2024 – March 2024

* Perform troubleshooting for external customers of Microsoft Azure, Event Grid, and Service Bus.
* Utilized Kusto and SQL to retrieve log files for Event Hub namespaces
* Performed troubleshooting on applications that use C#, Java, and JSON.
* Interacted with external and internal customers, and worked with them to provide solutions

**Application Developer**

**Vive Solutions** July 2022 – September 2023

* Performed enhancements of the company’s Web application for Term life insurance, improving functionality and addressing critical production issues. The application makes use of utilizes C#, Data structures, ASP.NET, .NET 7, MVC, REST API, and SQL Server in the back end and a front end that uses jQuery and Bootstrap.
* Created a new supplemental information page for the carrier Protective Insurance, which allowed insurance agents to enter additional information for clients based in New York
* Collaborated with Scrum Master and Business Analysts in an Agile environment.

**Application Developer (Contractor)**

**Ettain Group/General Medical Response** July 2021 – July 2022

* Documented procedures and code for HIE Plus record-keeping software
* Handled development of improvements to the HIE Management Software, which utilizes C#, ASP.net, .NET 6, Infragistics, TFS, and SQL Server
* Made changes to improve the process flow of the HIE Plus record-keeping software by updating rulesets and adding new modules.

**Support Engineer (Contractor)**

**Infosys Ltd/Suntrust Bank/Truist Bank, Atlanta, Georgia** November 2019 – July 2021

* Collaborated with various departments in the client’s company (Truist Bank), including business analysts, shareholders, developers, and QA in order to resolve technical issues.
* Escalated potential production issues to higher-level teams, and assisted with deployments and change sets for application updates.
* Managed access to SharePoint sites and forms and provided training on the use and development of said forms and sites to fellow team members.
* Worked with business analysts to create and maintain SharePoint forms which utilized Nintex workflows and JavaScript
* Provided support for existing SharePoint sites, including customization, administration access, and troubleshooting for Nintex workflows.
* Made changes to visuals and customization via JavaScript and CSS.
* Used SQL Server stored procedures to run reports

**Software Engineer**

**Envision RX Options, Twinsburg, Ohio** July 2017 – September 2019

* Improved the efficiency of the company’s client-server desktop and web applications by way of enhancements, new development, and critical bug fixes. These applications utilize ASP.NET, JavaScript, WinForms, SQL Server, MVC, Web API, and C#
* Created Database scripts, stored procedures, and SSIS modules using MS SQL Server
* Communicated with business analysts, stakeholders, and QA to make modifications for the company’s products where needed. Worked with them to create enhancements and bug fixes when and wherever needed.
* Created reports, data updates, Pharmaceutical Benefits Management imports, and Business procedures which make use of SSIS
* Improved the workflow of the company’s applications by adding new features such as a plan exporter, which utilizes SSIS to update our drug tier information each year, and an automatic card creation system, which gathers data to produce cards for new members.
* Provided mentoring and guidance to junior developers on how to use the company’s applications along with utilizing SSIS.
* Managed pull requests and automated builds with Octopus and GIT.

**Developer (Contractor)**

**Robert Half/Beacon Software, Brecksville, Ohio** March 2017 – April 2017

* Backend development and maintenance of the company’s web products, which utilize ASP.NET, WCF, SQL Server, and C#
* Assist with development of the company’s Towing software Towlein, making changes and corrections to ensure that the software was compliant with changes in Ohio law.

**Developer (Contractor)**

**Hiretech/Intellicorp, Beachwood, Ohio** November 2016 – February 2017

* Backend development and maintenance of the company’s background search software, which utilizes ASP.NET, WCF, MS SQL Server, and C#
* Make changes to the previous module of notification distribution so that it would send notification forms to an FTP store rather than printers for snail mail purposes

**SQL Developer (Contractor)**

**Litigation Management/Kelly Services Mayfield Heights, Ohio** August 2016 – October 2016

* Backend development and maintenance of the company’s in-house data tracking system built by a VBA Excel script, which was a Data Tracking system was a WinForms application that was ran on a Windows server and used generated reports using Excel, VBA Script, SQL Server, and MS Office Templates.

**Programmer**

**Travel Centers of America, Westlake, Ohio** February 2015 – June 2016

* Enhanced the functionality of the company’s eForms and billing system applications by adding new features and fixing bugs. These applications make use of Webforms, Visual Basic, MVC, C#, ASP.NET, JavaScript, jQuery, PLSQL, and Oracle Databases.
* Made updates and changes to the database including views and stored procedures. These changes allowed for increased functionality throughout the applications.
* Rebuilt the company’s pricing module, which used an ASP.NET form to distribute a company’s price a discount data.
* Created and maintained MVC-based forms to be used by third-party clients for record keeping.

**Application Developer (Contractor) for ActionLink and Quanex Building Materials**

**Robert Half Technology, Solon, Ohio** October 2014 – January 2015

* Converted the company’s access database forms to web-based .Net forms using ASP.NET, C#, VBA, and MS SQL server

**Apps Developer (Contractor)**

**Exodus Integrity/Progressive Insurance, Mayfield Village, Ohio** August 2014 – October 2014

* Performed revisions for the company’s eCompare rate revision software
* Developed a packet parser script, which compares eCompare XML documents with Direct Auto Quoting web service packets and checks for discrepancies, which uses C#, .NET, and unit tests.

**Web Developer**

**TMWSystems, Mayfield Village, Ohio** May 2011 – August 2014

* Backend and frontend development and maintenance of Web products using Visual Studio, Webforms, C#, Visual Basic, MS SQL server 2008, WCF, Web Services, Telerik controls, and MVVM.
* Designed, implemented, and provided support for initial versions of the company’s mobile web applications that contain features such as mapping, GPS tracking, and SSRS viewing.
* Converted legacy pages into newer versions by integrating WCF functionality and Telerik-based user controls
* Worked with project managers, QA, and stakeholders on requirements, bug fixes, testing, and support.
* Interacted with customers concerning issues with web products when and as needed

**Technical Skillset**

Backend Development (C#, NET4 - 7, MS SQL Server, Oracle, VB.NET, ADO.NET), Frontend Development (PHP, JavaScript, jQuery, CSS, HTML5, ASP.NET, Bootstrap), MVC, WCF, .asmx web services, JSON Web API consummation, SSIS, SSRS, MS SQL, MySQL, Oracle, Visual Studio, .NET Development Tools, SharePoint, Nintex, L1-L2 Support, Source Control (TFS, Git, Subversion, Tortoise SVN), Issue Tracking (Jira, ServiceNow, Trackit ) Agile, Unit Testing, Object Oriented Development, Agile Principles and Development, Automated Deployment (Octopus, TFS, TeamCity), Mobile Responsive Web Design, Database Development (Stored Procedures, Triggers, Indexes, Relational Databases, Views, Table Design), Azure DevOps, React (training), Customer Service, Object Oriented Programming, Microsoft Azure configuration and troubleshooting, Service Bus, Event Hub, AZ-900 Certification

**Education:**

* **Bachelor of Science, Computer Science** – Kent State University