

Experience

REM Web Solutions Inc.

2010 – Sept 2023

Software Development Manager

I lead a multi-disciplinary software development team. Our primary deliverable is a flagship content management system that has been sold and installed in hundreds of production instances.

I am the primary solutions architect responsible for leading the technical aspects of multiple concurrent and sequential application development projects, including planning, estimating resources, and providing senior technical guidance.

I participate in various development communities to represent the technical aspects of our corporate initiatives. I serve as a systems advisor on projects and provide recommendations on system solutions to internal team members as well as external clients and consultants.

Knowledge / Skill

- Comprehensive knowledge of **C#, ASP.NET, JavaScript, Java, XML, SQL, HTML4, HTML5, AJAX, JSP, CFML, Dynamic and Responsive UI, UX and Mobile Application Design** (Android and iOS).
- Expert Knowledge in **Cloud computing, DevOps, and Mobile technology.**
- Proficient in **agile project development methodology principals and best practices** to support project deliverables.
- **Leadership across multiple disciplines** (programming, support, project management, and design).
- Built a specialized tool aptly named Project Tracker to **facilitate the management of projects, people, and processes.** Project Tracker provides REM the ability to track client relationships and deliverables through an effective model of the entire project workflow.
- Ability to **effectively analyze change requests** to ensure that even the smallest changes do not upset the balance or scope of an entire project.
- Provide **specialized technical guidance and problem solving across multiple development and telecommunication projects.**
- **Provide support and training to fellow staff** on how to best handle change requests **via broad thinking, impact resolution, and problem solving.**
- Effectively produce **advanced analysis of implemented database and application components** using **business process analysis.**

Server-Side Programming Languages

ColdFusion
C#
PHP

Front End Development

JavaScript
jQuery
HTML
HTML5
CSS
AJAX
Full Stack

Project Management

Consulting
Programming
Forecasting
Team Management
Databases
Best Practices
Systems Development
Life Cycle

Business Intelligence Tools

Databases
Data Analysis
SQL
MySQL
SQL Compare
SQL Data Compare

- Mandate **information and data standards** across the company to **ensure critical and complex systems and applications are performing correctly**. Produce **recommendations and guidelines for improvement**.
- Apply **computer science theories and principles to all forms of technical support** during design, development, and implementation of all projects.
- **Analyze and implement security standards** using a variety of techniques including **cryptography algorithms**.
- Build **carefully planned structures in code and database layers** that require **recursion algorithms** to traverse for highly efficient data management.
- **Produce cost analysis and impact reporting documentation**.
- Able to **think on my feet and adapt to changing situations** both inside the workplace and related to changes mandated by customers and third-party vendors.
- Ability to **collect, mine, and oversee data** maintained for reporting on service usage and usage patterns by all clients. Reporting data is stored in modern SQL server databases using **current theories and strategies to ensure the integrity and speed of delivery of the data**.
- Extensive knowledge of typical office software, including all **Microsoft Office** tools for documentation and presentations and **Microsoft/MySQL database administration tools**.
- A very strong understanding of the inner workings of **mobile operating systems** such as Apple's iOS and Google's Android platforms. Experience **building applications** for both environments, as well as to meet application needs regardless of platform choice.
- **Incident management** is a major function of my job where I **handle the identifying, diagnosing, troubleshooting, and resolution of minor and serious problems** discovered by my team or our customers.

Key Responsibilities

- **Work directly with our web and database servers to ensure the security, stability, and performance of these systems** is kept at peak operating ability. I **identify potential problems** and **manage disaster recovery** documentation and implementation.
- **Document business processes** using **workflow charts and data flow charts** which aid in **building documentation for information technology plans**.
- Openly **participate in all facets of the business outside of my core responsibilities**, including **representing the organization on committees and during events**.
- Act as a **liaison between customers and my team to ensure that guidelines, standards, and policies are met to ensure the success of all parties**.
- **Organize, summarize, analyze, and interpret data** generated by internal and external data warehouses to **empower the team with timely knowledge**.
- **Maintain updated documentation** and/or diagrams that describe business rules and operating procedures for all major platforms in development. Ensure that said **documentation integrity is upheld through multifaceted storage and backup systems**.

Software

Development Management

Staff Training
Client Training
Support Documents
Collaboration

Software

Sublime Text
Visual Studio Code
vi
Git
MS Visual Studio
SQL Management Studio
MySQL Workbench
FTP Clients
Microsoft Word
Microsoft Excel
Microsoft PowerPoint
Adobe Photoshop CC
Command line interfaces for DOS and Linux

Interpersonal Skills

Issue Management
Coaching
Training
Mentoring

- Participate in the **development and support of training and technical writing** for staff and external partners that supports the products in development.
- **Provide technical support and assistance** for the purpose of **training staff in the use of the company's software products** as well as personal computers.
- **Participate and lead weekly scrum meetings** to ensure everyone is aware of the production schedule and gets a chance to **communicate wins and losses across projects** and effectively plan for the next milestone.

Interpersonal / Influencing Skill

- **Build lasting trust and relationships** with clients that facilitates information gathering for the purpose of defining technical parameters for program development.
- Strong **working relationships with clients and staff** alike that aids in **resolving problems quickly and effectively**.
- **Participate and aid in team building initiatives** to further strengthen bonds with staff members as well as encourage making lasting connections with clients.
- **Facilitate meetings** with clients and staff **to define and manage the scope of change requests** to ongoing or new systems in development.
- Ability to **present complex system parameters to varying technical levels of audience members** whether during training sessions, presentations, or coaching.
- **Coach fellow staff using career building strategies** to ensure the future success of the company as well as to **facilitate the transfer of systems knowledge to new staff**.

Analyzing / Problem Solving Skill

- Ability to assess problems and develop recommendations, proposals, and solutions that consider information management strategies, systems, and practices.
- Built and maintain an issue tracking system to identify up to the minute problems within the company's software to analyze and delegate fixes.
- Analyze company hosting usage data to provide statistical information and draw conclusions regarding the impact on systems.

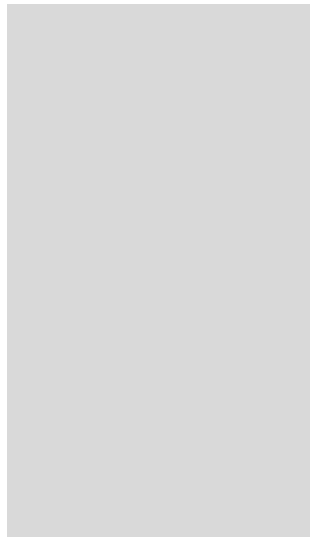
Decision Making / Responsibility

- Lead and coordinate the development of client information systems that meet client business needs.
- Make recommendations for systems in development to support effective client relations.
- Identify client information management requirements that line up with their business rules.
- Ensure best practices are implemented on all projects and decisions are guided by established internal and external standards, policies, procedures, and operational activities.
- Work collaboratively with clients and staff to identify all system requirements and define all business rules that will define each workflow.

- Provide advice and recommendations on operational policies to support decision making both by clients and internal stakeholders.

Demands / Pressures

- Work well under deadlines, shifting priorities, and external pressure and can handle frequent interruptions while also helping set standards for communication during crucial deadlines.
- Always willing to work until a job is completed even if that means working beyond regular hours to meet time sensitive deadlines.
- Ability to provide concentration when dealing with detailed business requirement documentation and analyzing large volumes of data for trends.
- Able to apply concentration when reviewing data or software code for accuracy.



Freelance

2001 – 2018

Software Developer

Software Development
C#, ASP.NET, Java, Lua

Established myself as a software developer early on in my career and continued to maintain custom solutions I built for a myriad of customers.

InsightU

2010 – 2011

Senior Software Developer

Software Development
C#, ASP.NET

Worked alongside a team of ColdFusion based developers and translated a large amount of their hardened business rules into a C# based state machine used for reporting services.

Punch Integrated Communications Inc.

2001 – 2010

Senior Software Developer

Software Development
C++, C#, ASP.NET, Java, Perl CGI

Built many data reporting and analysis services that were successfully used across a variety of customers and industries, especially loss prevention related.

Ronneberger Computing Inc. (RCI)

1999 – 2000

Software Developer

Software Development
Progress4GL

Managed and programmed data UNIX based reporting services across a large network of clients. Key member in translating services to the web.

Education

University of Guelph, Guelph, ON

1999 - 2001

Bachelor of Computing

