
PROFESSIONAL SUMMARY

I am an Information Technology Professional seeking a role in Software Development, Release Management, QA testing, Scum Master, or Operations Support to provide operational stability and reliability, process improvement, troubleshooting, and release coordination, organization, and consistency to complex technical environments.

SKILL SUMMARY

Programming Languages

Perl • Oracle PL/SQL • MySQL • JavaScript • HTML • CSS • XML • XHTML • YUI • Bootstrap • PHP • Java • JSP • Visual Basic • COBOL • MicroFocus COBOL • JCL • CICS • IMS/DLI

Technical Environments

Agile • Scrum • AWS • RDS • Jira • Git • GitLab • GitHub • Rally • CI/CD • Full SDLC • Bugzilla • Unix • Linux • Windows

Software/Utilities

Cursor • VS Code • Tabnine • OpsGenie • Google Docs • Cpanel • Joomla • Adobe PhotoShop • Websense • WebPosition Gold • Microsoft Office and Office 365 • MS FrontPage • Easytrieve • VSAM • ISAM • Abend-Aid • Syncsort • Animator • Librarian • Xpeditor

EDUCATION

DeVry Institute of Technology, Kansas City, Missouri: B.S. Degree, C.I.S.

CERTIFICATIONS / TRAINING

Scrum Alliance Certified ScrumMaster® (CSM®)	April 2023
Mobile Web App Development , Centriq, Leawood KS	January 2013
Mobile Web App Design , Centriq, Leawood KS	January 2013
Project Management Essentials , Centriq, Leawood KS	August 2011
MySQL for Developers , MySQL Inc.	September 2007
Prosoft Certified Internet Webmaster – Master Site Designer , Foss Training	September 2003
Sun Certified Programmer for Java2 Platform 1.4 , Foss Training	July 2003

PROFESSIONAL EXPERIENCE

Software Engineer II, Scrum Master, Release coordinator

Multi Service, Overland Park, KS

March 2013 – April 2026

Position included coding and testing web based fuel card transaction processing and service sites using an in house framework system built in XML, HTML, JavaScript, PERL, and CSS, YUI, Bootstrap, and Oracle SQL in an AWS, RDS, CI/CD, and Kubernetes environment. I held a Scrum Master position in an Agile environment utilizing Rally, Jira, and Kanban as a project tracking system along with BugZilla and Google Docs. Version control was maintained through Subversion and Git. Repository was stored in GitLab. Contract to hire through Integrated Consulting Services, LLC.

- Real time credit card transaction authorization, validation, approval, and processing
- Release Management / Production Deployments: Responsible for beta and production migrations and keeping detailed release notes to document what is included in the migrations for future audits
- Scrum Master: Led daily stand-up, planning, and retro meetings in an Agile environment with Kanban board
- Production Support: automate system monitoring and provide and problem resolution in a timely manner
- Customer Integrations: Created scripts to pull files from customers, validate data, and load into our system as well as create scripts to create csv files and pdf reports to send to Customers
- Performed QA testing and peer reviews for Swagger and API endpoints using Postman and JSON payloads
- System Migration from on-prem to AWS cloud environment with CI/CD and RDS databases
- Automated Testing: Create/maintain scripts to automate regression testing of specific systems
- Created new database functions to allow the Application Support Team to allow them to run special scripts so that they do not need to engage Engineers on a regular basis thus saving time spent on both teams
- Documentation of on-call issues to allow Engineers to respond to and correct issues faster

- Created OpsGenie account and new monitoring alerts. This allowed us to be notified of issues before they became problems
- Integration with third party system to manage outgoing texts to customers and prevent them from being blocked by service providers
- Worked with large complex SQL queries and made performance improvements where needed
- Provided training to help get new employees familiar with our systems

Legacy Applications Support and Maintenance; Level 2 and 3 application support; Programmer Analyst; Web Developer; System Monitoring Team Lead

Accenture, Leawood, KS

May 2005 – February 2013

Consulting services for Interstate Brands Corporation in Lenexa, KS. Position includes a combination of maintenance, support, process improvement, monitoring team lead, and development. Systems include HP3000 mainframe, Unix and Windows servers. Applications include account receivables, remittance processing, invoicing, pricing, EDI, system file and database capacity reporting, payroll, bankruptcy reporting, and other miscellaneous systems using COBOL, JCL, HTML, CSS, JavaScript, Perl, and MySQL. Contract to hire through Technisource Inc.

- Lead India Delivery Center monitoring team to maintain and provide 24/7 monitoring of legacy systems, web based applications, job processing, file transfers, and system interfaces. Includes assisting with their monitoring and provide training as needed to help them to increase their knowledge in the areas that they support
- Created new IT Support website and a new trouble ticket submission website to allow field personnel to enter their own trouble tickets without the need to contact field support for assistance.
- Promote documentation on programs, processes, projects, and trouble ticket resolutions
- Collaborate with others to solve problems and share expertise through training and mentoring to increase everyone's knowledge base to help prevent future issues and improve the speed and accuracy of recovery efforts within the group and get issues corrected before they impact the client
- Look for new ways to improve current systems and streamline business processes in order to enhance performance to make them better, faster, and easier to maintain and monitor (job schedule changes, file names, status Emails, DBLs, field lockdown, archiving, server consolidations, etc).
- Research, automate, and rework current manual processes to maximize efficiency and decrease manual intervention

Freelance Webmaster and Web Hosting

Denham Domains, Independence, MO

June 2004 – June 2020

Web hosting and web design for local small businesses, clubs, and churches. Specialties include web site design and maintenance, search engine optimization, and web site optimization for W3C standards compliance, faster download speed, better navigation, lower bandwidth, and easier maintainability. Technologies include Cpanel Web Host Manager, HTML, CSS, DHTML, XHTML, JavaScript, XML, MySQL, PHP, and Perl.

Operator/Webmaster

Arrow Material Handling Products, Kansas City, MO

January 2004 – May 2005

Run daily Unix operations and print daily reports. Perform system backups and database updates. Maintain multiple web sites using HTML, JavaScript, CSS, and PhotoShop. Used WebSense, WebPosition Gold, Google and Yahoo Pay-Per-Click accounts for Search Engine Optimization (SEO) and Search Engine Marketing (SEM).

- Redesigned 3 large web sites for improved visual appearance, structure, usability, and navigation resulting in faster download speeds, easier maintainability, forward compatibility, and search engine placement optimization. This helped to increase orders and sales by almost 80% within six months.
- Redesigned CD website and reorganized site structure to save over 80% disk space. This resulted in faster CD generation, easier site maintenance, and better user navigation, thus saving maintenance and production costs.
- Designed automated Perl process to create and maintain dealer websites. It determines which pages need to be added, updated, or removed, then creates all pages needed, updates all pages that have links to the dealer pages, and then automatically uploads them to the web server and removes ones that are no longer needed.
- Maintained Google and Yahoo Pay-Per-Click accounts for Search Engine Marketing program
- Used WebSense and WebPosition Gold analytics tools to maintained Search Engine Optimization on all websites

Additional history available upon request