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Summary

Through assertive focus on the strengths available from staff, peers, management, and customers I seek to build a work culture of mutual trust. I am open to new ideas and value what diversity brings to a problem. I have strong analytical skills, excellent work ethic, and pursue excellence in the model that I present to my staff. I focus on results and allow for failure as an invaluable learning tool without ruling over every detail. I am quick to communicate honestly, effectively, and concisely. The success of the team is most important to me. I appreciate and recognize good work and high value.

I have proven success throughout the entire software development lifecycle. While I am very passionate about application development I have found my purpose in leading and inspiring technical teams. I have the ability to think strategically, yet act tactically. My mission is to find great ideas then lead technical resources, in the pursuit of innovation and excellence, to deliver the product of those ideas.

Experience



Application Development Supervisor

Polk County BoCC

Dec 2018 - Sep 2022 (3 years 10 months)

Experienced software development manager directly responsible for the application development team, projects, processes, performance, and analytics. My work is both business and public facing with a focus on enterprise-level, custom software and integration solutions using modern standards and tools.

I have a track record of successfully delivering highly visible, high-value projects quickly and with exceptional quality. My most recent successes:

2020 Polk County CARES Act registration portal - Individuals and Seniors

Description: Directly responsible for the distribution of over \$35M in Federal CARES Act funds to the citizens of Polk County most affected by the COVID-19 pandemic through a custom-built, web-base system. This system provided our citizens the ability to quickly and easily apply for assistance through the program as well as back-end administrative features and in-depth analytics through custom dashboards and Google Analytics.

2021 Polk County COVID-19 Vaccination registration and management portal

Description: Directly responsible for registering, scheduling, and tracking over 132k registrations and vaccinations for citizens of Polk County in conjunction with the Department of Health. through a custom-built, web-base system. This system provided our citizens the ability to quickly and easily apply for assistance through the program as well as back-end administrative features and in-depth analytics through custom dashboards and Google Analytics.

My current areas of focus are the design and development of strategic enterprise processes and applications. I am also responsible for integration management and development for both in-house and 3rd party applications and platforms.

Additionally, I am responsible for the implementation, administration, and development of our Oracle ERP SaaS platform. My areas of focus are identity management, custom REST integrations supporting application development, as well as reporting and analytics.



Chief Technologist

Homes Store

Sep 2011 - Dec 2018 (7 years 4 months)

I provide technical strategy and implementation of that strategy through modern, innovative solutions.

Directly responsible for all technical aspects of the business as well as providing analytical support for the business.

Specifically, I employ a redundant, automated web presence through the use of PHP, MySQL, and jQuery. Providing daily maintenance and support of those systems which offer our customers the most up-to-date real estate information available in our service area. Our custom systems provide support to all aspects of our business, for example: real-time market analysis and reporting through Google Analytics, scheduling and logistical support, document repository, user support and control, marketing, and many more. This is done through a custom PHP front-end over the web supported by a custom MySQL database and custom stored procedures.

I am also the principal network technician. I manage all physical and logical links between our local systems as well as the interconnections between our local and remote systems.

I also offer continuous improvement and innovation of our services through strategic planning and implementation of periodic updates and annual major releases. Change management is taken seriously even though the size of our staff is small.

✦ Manager Business Systems

HSBC

Mar 2006 - Sep 2011 (5 years 7 months)

Distributed, front-end development manager; specializing in modern internet technologies and rich-client functionality. Specific technical disciplines included: J2EE, Visual Basic, IBM Web Application Server, IBM Web Portal Server, Oracle DBMS, Sybase, SQL Server, T-SQL, AJAX, HTML, and CSS.

Developed annual strategic plan for quarterly releases of intranet/extranet UI and services, database design and development, performance profiling and optimization, and information security certification.

Directly responsible for upwards of 10 on-shore developers, designers, and architects and upwards of 30 off-shore developers and project managers.

Held direct control of quarterly released technical initiatives of up to \$10M annually. Maintained a better-than-expected rating of management year-over-year throughout this period.

Lead initiative to raise employee satisfaction and engagement which resulted in a 10% increase, as measured, year-over-year for the final three years of employment.

Manager Business Systems

Household Credit Services

Mar 2003 - Mar 2006 (3 years 1 month)

Distributed, front-end development manager; specializing in rich-client functionality. Specific technical disciplines included: Visual Basic, Sybase RDMS, SQL Server, T-SQL, HTML, and CSS.

Developed annual strategic plan for quarterly releases of intranet/extranet UI and services, database design and development, as well as performance profiling and optimization.

Directly responsible for 8 on-shore developers, designers, and architects as well as 10 off-shore developers and project managers.

Consultant Business Systems

Household Credit Services

Feb 2001 - Mar 2003 (2 years 2 months)

Directly responsible for design, development, and deployment for various business initiatives. Provided full, end-to-end technical guidance and leadership as either an individual or working as part of a larger team.

Technical specialties included Visual Basic, T-SQL (stored procedures, triggers, views, etc.), Sybase RDMS, SQL Server, DB2, intranet/extranet connectivity and troubleshooting.

Provided full redesign and development of a modern sales and retention interface and backend via Visual Basic on the front-end through Sybase and DB2 on the backend. My responsibilities were the design and development of the front-end components (Visual Basic) and database design and development (Sybase, T-SQL). This system provided the organization with new and enhanced capabilities that drove record profits, year-over-year.

Significantly reduced average response time by introducing new performance profiling and troubleshooting technologies. Reduced MTBF by more than 50% by creating and implementing a new error management and analytics system. This system replaced existing tracking data that was being compiled from many disparate sources (Excel spreadsheets, Access databases, in some case written records) into a single enterprise-level solution.

Senior Business Systems Analyst

Household Credit Services

Jul 2000 - Feb 2001 (8 months)

Directly responsible for design, development, and deployment for various business initiatives. Provided technical support and guidance to our development team for legal and professional compliance projects. Technical specialties included Visual Basic, Sybase RDMS, DB2, intranet/extranet connectivity and troubleshooting.

Senior IT Tech

Harrah's Casino

Jul 1999 - Jul 2000 (1 year 1 month)

Contributed to the maintenance and running of the IT department and support of the various computer systems.

Lead the development of customized, as-needed solutions within the Casino using new web technologies as well as client-server based front-end development.

Designed and developed a new, visual Human Resources Management system that allowed electronic access to employee records for administrative and security purposes.

Designed and developed a contract management system for our Hosts and Catering staff.



MIS Tech

Rainbow Hotel and Casino

Mar 1994 - Jul 1999 (5 years 5 months)

Provided general technical support and troubleshooting for all Casino and administration systems.

Developed a data integration and reporting application that gave near-real-time access to critical statistics and financial data. This application was able to gather information from many different systems and sources, combine that data into SQL Server database, and provide access to that data via a custom Visual Basic front-end or through data imports to Excel or Access.

Designed and developed the very first website for the casino and established their presence on the internet.

I led our migration from a 10BASE2 Token Ring network to a 10BASET Ethernet TCP/IP network. I handled all physical links as well as configuration of the network layer.



Drafting Design Technician

Standard Engineering

Aug 1992 - Jul 1993 (1 year)

Responsible for creating drawings that exhibit the detail and method of assembly for a variety of lighting and electrical devices for large commercial and industrial buildings. Also have experience conducting on-site surveys of civil engineering projects and rendering those measurements into technical drawings via CAD software.

Education



Northeast Louisiana Technical College

CAD/CADD Drafting and/or Design Technology/Technician

1992 - 1994



American School of Real Estate

Real Estate Associate

2011 - 2012



University of Arkansas - Pulaski Technical College

Electrical, Electronic and Communications Engineering Technology/Technician

1988 - 1990



Polk State College

Aviation Management

Jan 2019 - Jun 2019

Licenses & Certifications



Google Analytics Certification - Google Digital Academy (Skillshop)

Issued Sep 2022 - Expires Sep 2023



Disciplined Agile Scrum Master - Project Management Institute

Issued Sep 2022 - Expires Sep 2023

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Skills

Strategic Technical Leadership • Application Development • UI/UX Design • Data Structure and Design • Modern API Design • Agile Project Management • Resource Management, Remote and Co-Located • Automated CI/CD • Data Analytics and Visualization • Modern Front-End Frameworks • Finance • Gaming • Government • Real Estate