

**OBJECTIVE** A quick-learning, creative IT professional who enjoys finding and creating technological solutions, eager to implement his wide skill set in a mission-driven environment.

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**PROFESSIONAL  
ACHIEVEMENTS**

**GENERAL/MANAGERIAL**

- Directed construction of new company website (planning, migration of domains, rollout)
- Supervised IT department and helpdesk including budget; supported over 300 users and computers
- Maintained 20 servers on a limited budget
- Assisted migration from an outsourced IT model to a hybrid model of hosting our own servers in a datacenter, and using a third-party company to help manage them and provide a helpdesk
- Participated in a performance and quality improvement team tasked with analyzing agency practices and programs

**SOFTWARE DEVELOPMENT**

- Created agency dashboard to monitor financial performance and other key metrics
- Architected and developed an incident reporting system to record and report on client and employee incidents
- Developed various utilities to automate daily processes (e.g., job postings, drive mappings, scripting, etc.)
- Created a tool to collect system inventory and login data across the company

**INFRASTRUCTURE**

- Directed three location moves and voice/data turn-ups
- Configured and deployed Cisco routers for use in remote locations

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**SKILLS**

**Systems:** Windows 9X/NT/2000/XP/Server 2003/Vista/7/Server 2008/8/Server 2012/10, Linux

**Databases:** MS SQL, MySQL, Relational Databases

**Languages:** .NET, SQL, HTML, XML, CSS, C++, Java, Javascript, Visual Basic, AngularJS, PowerShell

**Software:** MS Visual Studio, MS Office, MS Exchange 2003/2008, MS Active Directory, BlackBerry Enterprise Server, Adobe Photoshop, Microsoft Deployment Toolkit, SharePoint, SpiceWorks, ManageEngine ADAudit Plus, MS Project, MS Visio, MS Access

- Proficient in and able to quickly learn and master a wide range of systems, languages, and tools
- Successful in both team and self-directed settings
- Quickly develop customized software solutions to cost-effectively meet technical needs
- Consistently recognized for quality and efficient work
- Excellent written and verbal communication skills
- Diagnose, troubleshoot, and solve hardware, software, workstation, server, and network issues
- Develop software requirements specifications to meet the needs of project stakeholders
- Able to explain and present ideas to both technical and non-technical audiences

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| <b>WORK HISTORY</b> | <b>LUTHERAN SERVICES CAROLINAS</b>  | <b>2012-PRESENT</b> |
|                     | Senior Software Engineer<br><i>(Position change due to merge of Lutheran Family Services and Lutheran Services for the Aging)</i>   |                     |
|                     | <ul style="list-style-type: none"> <li>▪ Architect and develop web, client, and server applications on a variety of scales</li> <li>▪ Create and implement scripts to automate various tasks</li> <li>▪ Database maintenance and programming</li> <li>▪ Advise IT Director on most business and technological decisions for the company</li> <li>▪ Develop internal processes vital to the operation of the department</li> </ul> |                     |
|                     | <b>LUTHERAN FAMILY SERVICES IN THE CAROLINAS</b>  | <b>2009-2012</b>    |
|                     | Director of Information Services  |                     |
|                     | <b>LUTHERAN FAMILY SERVICES IN THE CAROLINAS</b>  | <b>2003-2009</b>    |
|                     | Programmer/Analyst  |                     |
|                     | <b>OFFICEMAX</b>  | <b>2001-2003</b>    |
|                     | Electronics Sales, Customer Service   |                     |

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| <b>EDUCATION</b> | <b>UNIVERSITY OF NORTH CAROLINA AT CHARLOTTE – CHARLOTTE, NC</b> | <b>2002-2007</b> |
|                  | B.S. in Computer Science; Mathematics as related works           |                  |
|                  | <b>SOUTHEAST RALEIGH MAGNET HIGH SCHOOL – RALEIGH, NC</b>        | <b>1998-2001</b> |
|                  | Center for Leadership & Technology                               |                  |

**INTERESTS AND HOBBIES** Board and card games; Hiking and backpacking; Computer and video games; Software and web development; Disc golf; Guitar; Photography