

## Education

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### **Purdue University – West Lafayette, Indiana (Fall 2011 – Spring 2015)**

B.S. in Computer and Information Technology with concentration in Network Engineering Technology

## Professional Experience

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### **Senior Professional Services Consultant – API & Integrations at Genesys (2017 – Current)**

*Recognition: Award of Excellence, Epic Performance, Regional Customer Champion*

- Guided and assisted customers in developing their own custom integrations with Genesys Cloud
- Developed C#, JavaScript, and Salesforce Apex solutions to demonstrate SDK and API usage
- Created internal and public documentation, training, best practices, and code samples
- Engineered scalable solutions based on best practices while respecting customer requirements
- Performed thorough troubleshooting to identify and resolve issues in both customer and internal applications

### **Implementation Engineer at Interactive Intelligence (2015 – 2017)**

*Recognition: Engineering Rookie of the Year, Services Award*

- Worked closely with customers to design, implement, deploy, and maintain customized contact center solutions
- Developed deployment automation utilities in C# and JavaScript
- Utilized extensive knowledge in VoIP and related technologies
- Troubleshooted customer problems and designed sustainable, long-term solutions

### **Lead Software Developer at Purdue University (2013 – 2015)**

- Led team while re-writing an entire enterprise-class suite of ASP.NET web applications used by campus IT staff
- Designed & implemented database schemas to store precise data on all network devices, links, and related items
- Created automation processes to successfully migrate data from legacy applications
- Achieved a thorough understanding of network infrastructure, hardware and terminology
- Collaborated on design decisions with stakeholders
- Coordinated team of six developers to promote productivity and continuous improvement

## Additional Experience

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- Reverse-engineered Windows shell API and created custom shell replacements
- Maintained open-source software projects on GitHub with continuous deployment pipelines
- Designed and developed REST APIs using Node.js and Express
- Designed and developed iOS applications written in Swift
- Developed front-end JavaScript applications using vanilla JS and React, consuming various APIs
- Developed and deployed front-end and back-end applications and services using Docker containers

## Internship Experience

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### **Systems Technical Analyst Intern at State Farm Insurance**

- Created ASP.NET self-service web application integrated with Cisco Unified Contact Center Enterprise

### **Intern at Cathance River Education Alliance & Highland Green**

- Designed and created WordPress themes, educational games using JavaScript, and iOS apps using Xcode

## Additional Skills

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- Ability to solve problems and learn new skills quickly & thoroughly
- Languages and Technologies: Git, HTML, CSS, JavaScript, Node.js, ASP.NET, C#, SQL, Swift, WPF
- Software: UNIX & Windows scripting and server administration, Microsoft Office, Visual Studio, Xcode