**SOFTWARE ENGINEER**

Seasoned and performance-focused IT professional with over 10 years of experience in development, systems, software, hardware and application maintenance, technical support and troubleshooting, and project management. Equipped with articulate communication and interpersonal skills in building positive work relationships with professionals of all levels.

**core competencies & software engineering skills**

|  |  |
| --- | --- |
| * API / Backend / Front-end Development * Object-Oriented Methodologies * SDLC Strategy, Planning & Leadership * Mobile & Cloud Solutions | * Agile Methodology * ITIL and ITSM * Cloud and Database Administration * Continuous Integration/Continuous Delivery |

**Technical Acumen**

PYTHON, JQUERY, MVC, WCF, REST APIs, JAVASCRIPT & ES6+, TYPESCRIPT, REACT, VUE, AJAX, Go(Lang), WORDPRESS, JAVA, J2EE, NODE.JS, BOOTSTRAP, HTML, HTML5, CSS, PREPROCESSORS, WEBPACK, SQL, MS WINDOWS SERVER, MS SQL SERVER, MYSQL, MONGO(DB), (GCP) GOOGLE CLOUD PLATFORM, AWS, WINDOWS OS, LINUX, UNIX, IIS, VS CODE, KIBANA, SPLUNK, GITHUB, GIT, ELASTIC SEARCH, VM WARE WORKSTATION, ITIL & ITSM SERVICE NOW

**Professional Experience**

SERVICENOW, Orlando, Fl

# Sr. Technical Support Engineer Federal (Contractor) – *GCC Support Team* August 2020 – Present

* Providing technical support for Federal customers using the Now Platform. Managed technical support questions, resolving break/fixes and How To’s regarding Service Management applications.
* Experienced in customer facing troubleshooting of various applications including mobile apps, plugins and advanced service management issues.
* Troubleshooting issues related to HR applications, ITSM, CSM, FSM, PPM, GRC, KM, SC & Service Portal.
* Created various knowledge articles for cases. Answer support calls, assisting customers via virtual meetings.

Objectif Lune, LLC, NJ

# Full Stack Software Engineer – *Pre-Sales Team/Professional Services* February 2018 – Sept 2020

* Providing estimates of effort for technical work based on the technical solution to be created. Create statements of work as well as functional and technical design documents. Ensuring technical delivery of work against the estimates provided.  Front/Backend development for User Interfaces, Apps, Portals, and customized software projects for external customers.  Identifying and communicating issues and risks for projects to the appropriate person managing the project. Developing POCs for new and existing customers using JavaScript fundamentals and ES6+.
* Experienced in shipping production ready JavaScript, React and Vue.js customized workflow solutions.
* Experienced using MySQL & SQL Server databases for Admin & development on Windows/Unix/Linux.
* React.js and Vue.js to build out Dashboards and data visualization models. Node.js development involving server-side proxy and back-end API services.
* Experienced in data extraction from multiple sources then data-mapping & building customized solutions.
* Experienced in CSS preprocessors, webpack, JSX & Node.js. Experienced with CI/CD tools such as Travis CI.
* Integration with third-party REST APIs for mobile payment processing, delivery solutions, and authentication.
* Good knowledge of various networking protocols/terminology (TCP/IP, gateways, routers, firewalls, etc.)
* Frameworks/Libraries/Stack: Bootstrap, Node.js, React.js, Vue.js, HTML5, CSS3, REST APIs, JavaScript, SQL

MARCHON PARTNERS, New York, NY

# Business Systems Consultant/Contractor - *Enterprise Information Technology* June 2017 – August 2017

* Act as a liaison between Advisory Operations, Advisory Products, Trading / Middle Office, Mutual Fund Operations, and technology teams by planning, conducting, and directing the analysis of complex problems and strategic solutions. Gather and write Business Requirement Definitions BRD and FRD
* Support Vendor Relationships in Brokerage, Wealth Management, Anti-Money Laundering and/or Portfolio Management (Model, Rebalance and Trading.  Participates in Incident Management Support and Communication. ITIL and ITSM procedures and processes used daily to manage end-user expectations.
* Provides technical expertise in identifying, evaluating, and developing systems and procedures that are cost effective and meet business requirements using Rest APIs, Python, Oracle Exadata and Charles River Development tools and Autosys for batch monitoring processes.
* Participates in transforming strategic enterprise architecture and design principles into specific system requirements and specifications. Acts as the highest-level internal consultant within technology and business groups by re-engineering technical processes for greater efficiencies with significant impact to the business.
* Good knowledge of various networking protocols/terminology (TCP/IP, gateways, routers, firewalls, etc.)
* Stack: HTML5, CSS3, Java, JavaScript, SQL

Thomson Reuters, New York, NY

# Lead Technical Support Specialist *– Thomson Reuters Eikon Desktop* Feb 2013 – Dec 2016

* As part of the 3rd level technical support group for Eikon Desktop, Thomson Reuters'​ market analysis & trading software I was a subject matter expert in providing engineering expertise on several complex products while supporting and interacting with internal stakeholders, third-party vendors/engineers, and customers to handle complex products.
* Conduct customer site break activities remotely or full-time on-site utilizing global methodologies and tools such as incident management and root-cause analysis to resolve external client issues. ITIL and ITSM procedures and processes used daily to manage end-user expectations.
* Visit customer sites to troubleshoot and provide clearly documented details to resolve complex business critical technical issues. Wrote technical articles and provide workshops to various stakeholders within the firm's Financial & Risk business (technical account managers, sales specialists, product managers, support engineers, developers).
* Implemented methodologies for documentation of troubleshooting solutions, defect tracking, testing systems and application performance and submitted metrics reports using JIRA, Kibana, Elastic Search, Service Cloud, Business Intelligence ops and knowledge sharing intranet site the HUB.
* Stack: HTML5, CSS, Java, JavaScript, SQL, Big Data, MongoDB, Elastic Search, Python

Commerzbank AG, New York, NY

# Vice President *– Front Office Application Trade Floor Support* Sep 2011 – Aug 2012

* Rendered first- and second-line application support to the IB applications utilized in the Americas, which involve fixing issues coming from insufficient user application knowledge and defects in the application itself.
* Contributed to the development of the bank’s strategic and tactical systems while maintaining and creating new system standards and procedures. Resolved technical issues through close collaboration with Global Application Support and Development teams, third-party vendors, and management teams onsite on the trading floor and electronic trading systems. ITIL and ITSM procedures and processes used daily to manage end-user expectations.
* Utilized technologies Autosys, FIX Protocol, Citrix, Excel VBA, JavaScript, Unix Shell Scripting and Oracle and SQL Server to monitor, diagnose, and fix issues for the equity derivatives Front Office and Middle Office application suites.
* Stack: HTML5, CSS3, Java, JavaScript, SQL, Unix Shell Scripting

BNP Paribas Americas, New York, NY

# Equity Derivatives Production Support | Trade Floor Support Jan 2011 - Sep 2011

* Developed and initiated software components/systems to production, based on business requirements while creating technical and support documentation for the systems supported.
* Worked with Traders and Trading Support teams to comprehend business requirements of new projects and coordinated the progress status and problems to the management.
* Cooperated with other internal IT teams to guarantee maximum performance of processes, conducted monitoring and testing to ensure stability and recoverability of the system and provided training to first-level support staff in the operation of the systems. ITIL and ITSM procedures and processes used daily to manage end-user expectations.
* Front-line sales, traders, and dealer application support, including configuration management and user’s accesses, trade floor support and electronic trading. Interacting with the local IT teams: Network, System, Database, and business team will ensure the best responsiveness for the users. This includes liaising with Development team (in London, Paris, and New York)
* Stack: HTML, CSS, Java, JavaScript, SQL, Unix Shell Scripting

Credit Suisse Group, New York, NY

# New York Front Office Production | Trade Floor Support *– Securities Lending* May 2009 – Oct 2010

* Supervised securities lending systems health using quality center tracking tool while tracking issues and creating action plan to resolve or escalate problems to DSPM.
* Assisted traders on domestic and international desk & managed the publication of technical support documentation using SharePoint.
* Performed troubleshooting to application, software, hardware, and other new business applications, and coordinated with teams and other business partners to ensure proper management of all areas of the release process. ITIL and ITSM procedures and processes used daily. Monitoring batch processes using Control-M and Autosys
* Stack: HTML, CSS, Java, JavaScript, SQL, Unix Shell Scripting

**Education & certifications**

**MIT | xPro Professional Certificate in Coding:** Full Stack Development with MERN ◾ November 2021

**Master of Science in Computer Software Engineering** ◾ Stevens Institute of Technology, Hoboken, NJ ◾ GPA 3.5

**Bachelor of Science in Electrical Engineering** ◾ Manhattan College, Riverdale, NY