

- Database - SQL, MySQL, MS SQL Server, PostgreSQL, SSMS, SSIS, SSRS, AzureSQL
 - Front End - HTML, CSS, JavaScript, jQuery, Angular
 - Search / NoSQL - SOLR, Algolia, Endeca, ElasticSearch, MongoDB, RavenDB
 - Server Side - PHP, ASP, JSP, Cold Fusion
 - Analytics - Google Analytics, ELK, Piwik, Web Master Tools, Logz.io, Splunk
 - Azure, AWS (S3, EC2, ELB, CloudFront)
 - Source Control - GIT, GitHub, GitFlow, SVN, TFS, VSS, CVS
 - Issue Tracking - JIRA, ZenDesk, Trello, VersionOne, ServiceNow
 - Web Server Administration: Apache, IIS, Tomcat – Win/UNIX
 - CMS - WordPress, GatherContent, Drupal, Joomla, Alfresco
 - Experience with VB, VBScript, Java, C#, .NET
 - Agile, SCRUM, Kanban, Scrumban, Waterfall
 - Certified Scrum Master – Scrum Alliance
 - Software Development Lifecycle (SDLC), Application design, development, and management
 - Director, Manager, Mentor, Team Lead / Development Lead
 - Large scale & highly available web site architecture and development
 - Web product design and development
 - Object-oriented design and implementation
 - Enterprise search and guided navigation
 - Mainframe, AS/400, middleware integration
 - Technical sales, training, and support
 - Documentation, user manuals, and training materials
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Manager Support Services

05/2017 – Present

Holiday Inn Club Vacations / Orange Lake – Kissimmee, FL

- Led application Production Support, QA and DevOps teams
 - Responsible for all applications from credit card processing to front desk check-in
 - 24/7 Break fix and tier 3 application support across enterprise and dozens of applications
 - Oversaw day-to-day and near-term implementation of multiple simultaneous projects
 - Managed relationships with 3rd party integration vendors
 - Supported many varied applications, including Client - Server, REST / SOAP webservices, SSIS, SSRS, Batch jobs, SQL, NoSQL, SFTP, .NET, C#, Angular, JAVA, SOLR, RavenDB
- Manage in-house, remote and off shore resources
 - 10 Development Support engineers
 - 3 QA engineers
 - 2 DevOps engineers
 - 3 Remote (India) consultants
 - Team Management - Goals, Reviews, Hiring, Mentorship, Task Assignment, Leadership updates
- Responsible for on-time delivery of bug fixes, enhancements and system integration
- Resolve comprehensive issues encountered in projects
- Restore customer confidence in the IT team
- Maintain accurate and timely written and oral communication to team, customers and leadership
- In charge of technical meetings and discussions with leadership, customers and partners
- Led efforts for automation for:
 - CI/CD
 - Application Monitoring / Alerting
 - QA / Unit testing
 - Adoption of TFS/GIT and GitFlow
 - Infrastructure as code (Puppet / Chef)
- Certified Scrum Master, Admin and Managed Version One and Service Now

Technologies used include:

- ServiceNow, VersionOne, SSMS, SSIS, SSRS, CSS, HTML, JavaScript, jQuery, Angular, TFS, Git, SVN, Rest / SOAP Webservices, RavenDB / RavenHQ, Azure, AWS, TimeShareWare, JAMS, Oracle, DayBreak, .NET, C#, JAVA, SOLR
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Director Software Engineering – Consumer

09/2011 – 05/2017

Vitals / MDx Medical – Lyndhurst, NJ

- Led all aspects of engineering for the consumer arm of Vitals; a Goldman Sachs backed Healthcare Technology company with a combined 10-12 million unique visitors per month
 - Oversaw day to day and long-term implementation of multiple simultaneous projects
 - Interfaced daily and extensively with senior leadership and all stake holders from multiple departments both technical and business
- Drove replatform of both consumer websites
 - Achieved target goals of 99.99% uptime and sub 100ms server response
 - Simplified platforms from 30+ technologies to less than 10, significantly reducing technical debt and increasing developer productivity by over 400%
- Responsible for all phases of 3rd party software selection. From RFP to prototyping to full ALM
- Managed, led and developed team of engineers
 - Grew department from 3 to 8 direct reports and managed 5 Russian consultants and 2 external QA engineers
 - Responsible for hiring, career progression and goal setting
- Instituted Agile, Test Driven Development, Continuous Integration, code reviews and unit testing
 - Received Scrum Master certification and performed the roll for 3 concurrent products
- Championed and evangelized SOLR and migration to AWS – now organization standard
- Interfaced with Compliance for HITRUST certification of consumer products
- Developed and managed custom ad products with over 500 clients including top Pharmaceutical and Hospital groups.
- Created and managed system for patient education and dynamic marketing content
 - Import and local storage from WordPress and GatherContent CMS
 - API for traffic drivers, house ads, as well as full articles used by Enterprise as well as Consumer
- Spearheaded 24/7 Devops support for all consumer products

Technologies used include:

PHP, CSS, HTML, JavaScript, jQuery, Apache, MySQL, Slim PHP, Lithium, Git, GitHub, Google Analytics, Google Webmaster Tools, Rest Webservices, AWS (EC2, S3, CloudFront, ELB), Algolia, Distil, Mongo, JIRA, WordPress, GatherContent

Lead Developer

06/2009-08/2011

America's Test Kitchen – Brookline, MA

- Partnered with Technology Director performing duties of Engineering Manager such as: growing department from 5 to 15 positions, mentoring developers and performing reviews with salary recommendations
- Responsible for AmericasTestKitchen.com website redesign resulting in increase of over 200% unique visitors
- Led day to day and long-term development project schedules
- Responsible for 24/7 Tier 2+ support for all websites and their servers:
 - AmericasTestKitchen, CooksIllustrated, CooksCountry, and CooksCountryTV
- Liaised between development and internal business centers
- Introduced Agile methodology, source control (SVN) and automated system monitoring
- Instituted Test-Driven Development (TDD), code reviews and unit testing
- Championed and managed Load Balancer, CDN and several other site optimization initiatives
- Managed Public and internal DNS for websites as well as Web servers on both Unix and Windows
- Evangelized Open Source Solutions resulting in many sweeping changes
 - PHP & Web Services (SOAP) which became the standard for all website development
 - New search engine technology to replace SQL Full text search (SOLR)
 - Replaced outdated existing ticket system and managed the solution (TRAC)
 - Implemented and managed first UNIX Servers at ATK (Ubuntu, CentOS, & Red Hat)

Technologies used include:

PHP, CSS, HTML, JavaScript, jQuery, SOLR, SqlServer (SSMS), Code Igniter, SVN, ASP, Google Urchin, Google Analytics, SOAP and Rest Webservices, OpenX Ad Server, Flowplayer, Unix & Windows Server Management

Independent Contractor - Canfield Scientific, Inc . – Fairfield, NJ

12/2008 – 06/2009

Technologies used include:

PHP, CSS, HTML, JavaScript, jQuery, MySQL, Symfony, SVN, ASP

Senior Developer - Optaros Inc. – Boston, MA

08/2006 – 12/2008

Technologies used include:

PHP, CSS, HTML, JavaScript, jQuery, Ajax, MySQL, XML, Web Services, Amazon S3, Amazon EC2, Alfresco, Drupal, Symfony, Google Urchin, Google Analytics, SVN, TIBCO, DemandWare, ASP, VB

Independent Contractor – Endeca Inc. – Cambridge, MA

10/2005 – 08/2006

Technologies used include:

ASP, PHP, JSP, CSS, HTML, JavaScript, MySQL, SqlServer, XML, SVN, Endeca Suite, MS Source Safe

Senior Product Consultant – Jacada Inc. – Atlanta, GA

11/2003 – 10/2005

Technologies used include:

ASP, PHP, JSP, CSS, HTML, JavaScript, SqlServer, MS Source Safe, Jacada Suite, Mainframe, AS/400, Unix, 3270 / 5250 emulation

Independent Contractor - ASCO Power Technologies – Florham Park, NJ

11/2002 – 11/2003

Technologies used include:

ASP, PHP, JSP, CSS, HTML, JavaScript, SqlServer, MS Source Safe, Jacada Suite, Mainframe, AS/400, Unix, 3270 / 5250 emulation

Professional Services Engineer - ClientSoft Inc. – Miami, FL

11/1996 – 11/2002

Technologies used include:

ASP, PHP, CSS, HTML, JavaScript, SqlServer, MS Source Safe, ClientSoft Product Suite, AS/400, 3270 / 5250 emulation

EDUCATION & CERTIFICATIONS

University of Massachusetts, School of Management, Amherst, MA; 1996.

BBA: *Cum Laude*; General Business, Concentration in Computer Business Applications.

Scrum Alliance **Certified ScrumMaster**, Since February 2015

<https://www.scrumalliance.org/community/profile/sthompson36>