

Michael B. Need

9015 Fathom Crest
Indianapolis, IN 46256
(317) 430-0946
michael@homeinc.biz

www.michaelneed.com

www.linkedin.com/in/michaelneed

Michael Need

Sr. Software Engineer/Dev Manager/Scrum Master/Coach

SUMMARY OF QUALIFICATIONS:

Dependable, hardworking and enthusiastic. I learn by exposure, reading, doing and observing. Also, I enjoy being able to help others learn and grow by assisting them with things I have mastered or engaging in paired and mob work scenarios where mutual gain encourages collaboration. I can work independently and in a team with a preference for leadership roles. Experienced in object-oriented software development/design, leadership, mentoring, delighting clients, stakeholders and users.

SKILL SET:

- Agile SCRUM Methodology (INVEST, Manifest), Project/Program Management, Mentor
- .NET Core, ASP.NET, Web Forms and MVC, Win Forms, WPF
- C#, OOP, LINQ, ORM's, Entity Framework, VB.Net, Classic ASP/VBS, Visual Basic 6
- MS SQL Server, T-SQL, NoSQL (Mongo), Stored Procedures, SSRS/Reports, MySQL, SQL Lite, Firebase
- AWS, Azure and Cloud driven development
- HTML, CSS, JavaScript, Typescript, Bootstrap
- Visual Studio all versions
- Aha, CA Rally, Atlassian products (Jira, Bitbucket, Confluence), TFS, Git, GitLab, SVN
- Publishing/Deployment/DevOps
- Angular2+ and Node JS
- Ionic Framework
- Web API, WCF, ASMX and WSDL
- Windows Server/AD, IIS, Exchange, VMWare, Hyper-V and Networks
- Penetration testing using Kali
- Site testing, XSS testing, ethical hacking
- Infrastructure, network technology including security

PROFESSIONAL EXPERIENCE:

ZOTEC PARTNERS

Jan 2019 – Present

Senior Software Engineering Manager

- Manager of multiple scrum teams supporting brand new tech as well as legacy support with a focus on continuous enhancement or replacement of aging applications.
- Architected, directed, hands-on development – ASP.NET Core mobile 1st with RESTful API (2 AWS microservices), patient pre-registration system and time of service estimation and real-time insurance eligibility app.
- Served as a triage central point for critical issues that Support team could not solve, including rolling up sleeves and coding to keep distractions away from scrum teams' primary goals and commitments.

- Agile aficionado driving value, iterative releases/demonstrations and product delivery via CI/CD to **AWS** using **Azure** Dev Ops (VSTS).
- Preacher of Positivity, mentoring developers, testers, BI and analytics professionals beyond the day-to-day and focusing on individual professional development.
- Creator/Sponsor of a monthly Lunch & Learn program enhancing team and stakeholder knowledge of our products, new and emerging technologies, and create shared understanding across the board. In some cases, we call upon internal talent, and others we organize a paid training. The internal style often pays back in higher dividends and better engages employees.
- Coordinator of Agile CoP's (Communities of Practice) including direct mediation of an AppDev CoP where I offer a book club, demos and constant refinement of our "craft".
- Directed a project to move all app logging to Splunk, with a side value of making on-call and critical issue support occurrences easier to diagnose and resolve.
- Worked with Security team and championed usage of Checkmarx to locate security vulnerabilities in our code.
- Cut costs - 6 figure price tag at MS Azure - identified unnecessary telemetry data capture and wasteful logging which could be ran through Splunk.
- Revamped on-call for over 60 engineers in 7 scrum teams to create a simpler, smaller and more clearly defined set of product responsibilities (created a happier on-call schedule individually and more efficient for company).
- Ran Agile planning, refinement and retrospective ceremonies as well as coached most efficient use of stand-up meetings.
- Tracked and improved velocity by applying INVEST principles and optimized Agile sprints into 2-week segments with properly vertically sliced stories, still containing deliverable value.
- Held weekly 1-on-1 meetings with both direct and non-direct reports to maintain a continuous feedback loop, clear teammate obstacles and bolster worker comfort and confidence.
- Assisted Product Owners with recurring and regular feedback on project status and escalated blockers up where I could find no options in the purview of my role's authority.
- Successfully managed an off-site, 3rd party, contracted team in a co-make with Zotec internal developers.
- Coach, advocate, developer and seer.

ZOTEC PARTNERS

Sept 2017 – Dec 2018

Senior Software Engineering Lead

- Medical billing software, medical coding, end-to-end medical practice solutions.
- Agile SCRUM environment, in fact we trained and held a 3-month intense adoption period using 1-week sprints and textbook agile using the manifest as the bible. Then this process was evaluated and refined leading to a more mature group. I was able to bring my experience to bear and the company used several of my ideas to customize Agile around our structure.
- Architecting, developing and testing Enterprise software. Backend and business logic for most apps is based on the **.NET stack, C# and SQL**. I do also support a very expansive Visual Basic legacy app as well.
- All front-end code is heavily laden with JavaScript, even the ASPX Webforms projects. Analyzed and acted on upgrading older frameworks (Agile 1.x to Agile 6,7).
- We write, enhance and support several front-end UI products in **Angular**. These all use API's, service-oriented architecture or calls to WCF services. While there are services being called in the .NET stack locally to perform various levels of business logic, the web services also perform heavy lifting including calls to external services outside the Zotec realm.
- Unit testing, TDD and ATDD using XUnit, NUnit, Fixie, Scripty, SpecFlow, Jasmine and Fluent Assertions.

- Wrote a .NET Core Web API and led my team in creating algorithms in Machine Learning solutions using Stochastic multi-classifiers and binary classifiers as well as Bayesian statistics to match real insurance carriers to patients.
- Integration techniques to outside vendors abound (web services, FTP, ETL, SSIS).
- I started an App Development Community of Practice, which designs and develops, organizes a book club and pushes the boundaries of self-organizing, group-oriented and autonomous learning and creating. Worked on spinning up several other CoP's including one for Agile and DevOps.
- As an aspiring mentor I also created a Lunch & Learn educational program to complement my teams, corporate officers, stakeholder and Zotec overall.
- Constantly worked to refactor existing products using Clean Code and SOLID principles.

INFODYNAMICS

April 2017-August 2017

Director of IT and Software Development (small company of 15)

- Came in as a disrupter of antiquated waterfall development structure and revised team with Agile.
- Agile Coach, Director, Planner, Manager, Coder, C#, SQL, JavaScript, VMWare, Hyper-V, Automation, JIRA, Bitbucket, Confluence, Git.
- Development Manager for team of local developers, QA's as well as off shore developers in Ukraine.
- Maintain headship over the Support team, Sales Consulting team and a Project Manager.
- In charge of organizing all Agile planning, sprint grooming, scheduling of resources, monitoring the burndown and velocity and tracking milestones/velocity.
- Likewise, I also played the role of a standard Director involved in seeking and hiring new talent. Several other key roles are performing discovery and project dependency investigation.
- Architected and developed integrations from our product (C# Windows app + web app and DLL plugins) a multi-faceted Document Management System (DMS) to several major CRM and ERP systems such as Microsoft Dynamics, Great Plains, Navision, Sage 100, Sage X3, Epicor, Kronos Time Keeping, and OSA – a connector for Sharp MFP devices (IoT). Likewise, assisted with writing C# code and T-SQL scripts.
- Recently built upon their document scanning and OCR technology and created a full invoicing, service order and invoicing system using WPF, C#, SQL Server and Rest API. Using proper agile the project was completed and I enjoyed being involved in the coding of this completed project.
- Performed code reviews in limited cases to assist the Dev team and verify the code prior to it going to QA or being queued for a deployment.
- Launched a SCRUM Agile methodology, 3-week sprints, preferring attainable milestones and conducting planning, grooming, review and retrospective meetings.
- Encouraged Clean Code adoption and SOLID principles.
- The company had not had a product release in 2 YEAR's. Within 3 months every product had an update, refactor and release to Production!

IVM (International Vending Management)

May 2015 – January 2017

IT Director (I reported to the President, this was also a VP role)

- Agile champion, team Leader, customer-friendly. Company-wide respected as the technical guy who could help the big deals to go through; Intel, Facebook, Microsoft, Mozilla, Salesforce, much more. I was on the phone, in the meetings and they knew the Engineers would follow through.
- Agile SCRUM Development Manager on projects wherein new software development, enhancements, infrastructure planning and support were key.
- As this was a small company my first 6 months I actually was also in a Senior Developer role alongside Dev Manager role and worked with C#, T-SQL, JavaScript, HTML and CSS, coding on a daily basis.
- Their systems were built in ASP.NET MVC, ASP.NET Webforms, SQL Server, Web API.

- Supported a full range of servers on VMWare including enterprise hosting and database servers, as well as Windows domain and security devices. He was able to enjoy a large variety of tasks in multiple areas of IT.
- Their “IoT” product offering consisted of smart vending machines/lockers with embedded firmware C code that communicated with the enterprise .NET systems and could be used to supply items such as IT peripherals and even laptops. These devices could be used to supply all kinds of other things such as medical equipment, work supplies and safety gear. They evolved this into a full-blown inventory management system, and supply chain mechanism.
- As they built up a team I was enabled to step further into the Director portion of the business directly under the Company President.
- Was in charge of and participated in a major code upgrade that won the business of clients such as Intel and Facebook.
- They built a mobile app using Cordova, JavaScript, HTML and CSS as a complement to the enterprise system. I directed its development, participated in coding and code reviews.
- Regularly managed and performed plans for release cycles based on Agile, deployed DEV, TEST, STAGING, PRODUCTION code bases to server systems. Performed patches and hotfixes to live code.
- Planned and executed a major migration of all infrastructure systems offsite and into a datacenter (Expedient, Carmel IN).

TCC Software Solutions

June 2014 – April 2015

Senior/Lead Software Engineer

- Agile SCRUM Team Lead on Projects wherein new development, enhancements, maintenance, support and Tier 3 duties assigned and delegated.
- Wrote and supported CCMASS, the core web app for the monitoring and tracking of childcare facilities providing state government transparency in Oklahoma was main focus.
- Worked cross-team to assist with our Windows 8.1 WPF tablet application.
- Used ASP.NET 4/4.5, Visual Studio 2013, SQL Server 2012 and several other tools, such as JQuery and Bootstrap. Likewise, the app consisted of Entity Framework(LINQ), CSS and JavaScript.
- Telerik controls were used in CCMASS.
- Performed releases based on Agile, deployed DEV, TEST, PRODUCTION systems and hotfixes.

Quest Information Systems

January 2013 – June 2014

Software Developer III

- C#, VB.Net, JavaScript, T-SQL. Heavy server-side code and stored procedures.
- SQL Server reporting services (SSRS), including making a PDF conversion system using the SSRS engine as a source, and sending SSRS reports to PDF and fillable PDF documents.
- Wrote the library to create the above-mentioned PDF's using the SSRS reporting engine (VB.NET and C# version were both created).
- Campaign Finance (CF) ASP.NET web application in multiples states. CF was a full political campaign contribution, disbursement and expense accounting and tracking system with public facing transparency.
- My team had a primary focus of Alabama, Maine, Colorado and Indiana.
- Assisted in data conversion and new development for the state of Maine, Colorado and Indiana.
- Assisted making the core product a sales-worthy resalable tool and that in turned got picked up in New Mexico.
- Managed and performed plans for release cycles based on Agile, deployed DEV, TEST, PRODUCTION code bases to server systems. Performed patches and hotfixes.

D.L. Couch**January – October 2012 (plus 3-month severance)*****Executive Software Analyst***

- Worked directly with the Vice President of Business Development on multiple projects. Using SQL 2008R2 database and VS2012 (C# and VB.Net).
- Built a project tracking system, a quoting and sales admin tool as well as other projects such as developing a new website with a custom backend product order e-commerce system.
- Also made other tools for their outside sales force such as a cloud-style document managing system including a robust mobile and tablet responsive product image presentation gallery where Sales could be entered while the customer was delighted with a digital presentation on a tablet. Instrumental in troubleshooting legacy applications with errors and bugs.
- Third party controls included Dev Express and Telerik.
- Given a large variety of tasks and was able to meet or exceed expectations, and got projects done before deadline.
- Assisted Marketing with web-based campaigns using Constant Contact.
- Managed and performed plans for release cycles based on Agile, deployed DEV, TEST, PRODUCTION code bases to server systems.

Carter Logistics (brief contract)**January 2012 – March 2012*****Software Contractor***

- ASP.NET MVC project for Transport and Logistics firm.
- Assisted internal team with knowledge gaps to complete a dock logistics application that would be usable on mobile devices.
- Built entire UI, middle tier and data access layer for product.
- Assisted in the development of a product titled Cross-Dock. Used MVC 3 and 4, RAZR and Entity Framework. Heads-down development.
- Influenced team to use Agile and stand-ups to get some bearing and complete the project.

Business Management Systems**June 2011 – December 2012*****.NET Developer/Consultant/Mentor***

- Provided ASP.NET development solutions for a mid-sized trash removal service. Migrated customer from Visual Fox Pro legacy application to web-based ASP.NET 4.0 data-driven software.
- Converted data from Visual Fox Pro database to SQL Server 2008R2.
- Developed application to 90% complete and handed off to W2 employees for completion. Skills used included but not limited to C#, T-SQL, Visual Studio, HTML, CSS.
- Application offers features such as customer management, trash pickup routes, driver management, dispatching, admin maintenance, accounting and reporting.
- During this project also assisted BMS with smaller tasks as they requested such as webmaster duties for several clients, repaired their own website, assisted their largest client with server and network admin.
- Deployed DEV, TEST, PRODUCTION code bases to server systems
- Mentored functional programmers with backgrounds in Visual Fox Pro in the ways of OOP to be able to grow and continue after my engagement was to expire.

Internet Brilliance- Software Consulting Firm**April 2001 – May 2011*****Principal Developer, Owner & CEO***

- Agile SCRUM Methodology and practiced continuous integration before it became POPULAR. Full service Application/IT Infrastructure business.
- Gathered requirements for clients' projects, and defined phases and tasks.

- Based on this planning we also completed the proposed to final specifications for web applications and web sites.
- Where applicable tied the infrastructure of the customer into the project. Therefore, a single solution would cover the creation/adoption of relational databases, development of new business applications, integration to existing systems, support for domain names, admin for email technology and application servers, connectivity and remote access.
- The types of applications we built are data-centric, focusing on structured data. Therefore, the line-of-business style of his work is well suited for accounting, customer relations, planning, project management, web portals, manufacturing and inventory systems.
- All works were made for the web browser. ASP.NET and the many extensions provided for Visual Studio are still my primary toolbox.
- Using ASP.NET, C#, VB.NET, SQL, JavaScript, HTML, CSS, Web Services, Access, third party controls, XML, SSRS and related technologies his business was able to build many interesting and profitable creations.

Noteworthy accomplishment:

Designed and developed the first Real Estate CE Learning Management System (LMS) in Indiana state history after the state provided the terms for a legally approved set of standards allowing agents to re-certify online. The LMS was accompanied by a custom shopping cart system selling protected digital content of copyrighted course material and allowed many features found in more modern shopping carts, yet I built it in 2005 and 2006.

Other Projects included:

- Trade Brokerage and Billing System with AR, AP, Invoicing, Excel and CSV flat file integration
- Accounting, Dispatch and Line of Business for a trash pickup service
- Fleet Management Web Application
- Lender/Appraiser Portal and Line-of-Business Solution
- LMS (Learning Management System) for licensing, Real Estate, Cosmetology, Title Insurance
- Project, time and billing tracker with customer facing portal
- Wrote a web app that tapped into the SQL data used by Amtech, a popular enterprise Client-Server app used by the packaging industry (mfg sector)
- Life Card Medical History app with HIPPA regulations consideration
- Content Management Systems, shopping cart admin (CMS)
- Membership Site with user forums, mini-blogs and file sharing
- Online Scheduler, Webmail, my own email client
- Indiana Secretary of State Business List Presenter
- Doggie Day Care Reservation and Payment System
- Shopping Cart System for both physical products and digital downloads
- Secure File Exchange (Pre- "cloud" file storage and Dropbox-like corporate doc portal, before Dropbox, One-Drive, Google Doc popularity)
- Newsletter and bulk email system
- LAN/WAN/VPN/Security/Server and Email support
- Deployed DEV, TEST, PRODUCTION code bases to server systems.

EDUCATION/DEGREE:

ITT Technical Institute
 Graduated 1993 with 3.7 GPA
 Degree: AASEET

