

SUMMARY

Driven full stack developer searching for a senior position in a collaborative organization, where I can apply my fifteen years of software development incorporating critical thinking, problem solving, and leadership.

SKILLS

- Relationship management
- Project management
- Communication
- Collaboration
- Critical thinking
- Problem solving
- C# / VB.NET
- ASP.NET / .NET 6
- ServiceNow
- Microsoft Azure
- REST / Web API
- Microservices
- SQL Server
- ADO.NET / EF
- Bootstrap / CSS
- React
- Node.js
- jQuery / JavaScript
- Beanstalk / Jenkins
- Git / GitHub
- CI / CD
- Jira
- Miro

EXPERIENCE

Software Developer IV **Full Stack Development** **2020-Present**

Fortegra (<https://www.fortegra.com>): Consumer and commercial insurance solutions.

Pioneered solutions to improve performance bottlenecks, data integrity, and web application modernization. Collaborated in an Agile Scrum environment wearing multiple hats in the SDLC.

- Improved the claims vendor lookup process by developing a new dashboard in ServiceNow to streamline searching vendors by geo location and category more efficiently. Utilized the geo map drill-down and list reports, and custom Jelly scripting to build the interactive filter GUI.
- Designed and architected an e-fulfillment micro-services platform developed with .NET Core, SQL Server, and Azure Service Bus, integrating with Twilio SMS Messaging and SendGrid Email API to deliver warranty contract terms and conditions electronically to customers per SLA.
- Upgraded a legacy web form claims portal to support a client branded user experience using SQL Server, HTML, CSS, jQuery, and Vanilla JavaScript
- Enhanced the premium sales and funding workflow by implementing a new .NET Core file watcher component to process and activate funded sales contracts. Identified and modified downstream reporting to reflect both pending and active sales contracts.
- Spearheaded an accounting project working with business partners to research and adjust cancellation refund discrepancies in the database.
- Refactored several legacy ASP.NET Web Forms applications to support modern browser compatibility by converting the front-end to use server-side controls and data access.

- Supported a MySQL to SQL Server upgrade for all dependent web and desktop applications.
- Improved data extract reporting performance 99.6%, measured by time complexity, by refactoring redundant application code, migrating data manipulation and logic to a SQL Server stored procedure, and identifying missing table indexes.
- Corrected accounting deficiencies in the salesman commission report caused by database concurrency. Resolved by debugging and refactoring calculation algorithms and data update transactions.
- Administered web application CI/CD utilizing Jenkins.
- Researched and documented business processes related to legacy web applications to support modernization planning and development.

Senior Software Developer

Full Stack Development

2017-2020

Etchasoft, Inc. (<https://www.etchasoft.com>): Court case management system.

Managed the SDLC for projects by wearing all hats in a distributed team environment. Partnered with clients to document business requirements and estimate development effort for tasks. Designed, implemented, tested, and deployed projects with conservative methodology and minimized risk.

- Corrected data integrity and concurrency for court sentence pardons by incorporating cascade updates on foreign keys.
- Increased query performance 96% by analyzing the SQL Server execution plan and adding missing table indexes.
- Refactored docket transfer service and implemented validation to prevent duplicate docket numbers from being imported.
- Enforced application security with role-based authorization implemented by WCF, ASP.NET Identity and SQL Server.
- Analyzed intermittent model binding errors in the ASP.NET MVC 4 source code and resolved by identifying and refactoring a model having similarly named attributes.
- Enhanced case management and tracking by automating notifications for case status change events using event driven development.
- Eliminated server timeout errors for loading > 500 records into a jQuery data table by applying server-side paging to SQL Server stored procedures.
- Improved application problem solving by incorporating logging and reporting using Enterprise Library and SSRS.

Senior Software Developer

Full Stack Development

2012-2017

Pay Span (<https://www.payspan.com>): Healthcare payment reimbursement integration.

Accomplished many complex projects in a high-pressure, team centric healthcare organization. Collaborated with product owners, business analysts, and other team members to resolve problems in an Agile environment. Documented technical requirements, designed solutions, and integrated with distributed services.

- Upgraded a legacy web forms application combining ASP.NET, MVC, Knockout, Entity Framework, and REST-based data services.
- Increased data accuracy by 95% for household member matching with relevance ranking value queries developed using SQL Server Full-Text Search and FREETEXTTABLE.

- Streamlined healthcare merchant onboarding by replacing labor-intensive database scripts with a web application developed in ASP.NET, MVC, and Knockout.
- Integrated an SMS API which allowed healthcare members to manage payment text notifications through web and IVR.
- Improved performance and reliability of processing X12 EDI documents for 834, 835, 837, and 999 leveraging RDP Crystal EDI library.
- Modernized client services communications with an automated notification service developed with WCF, dynamic Razor email templates, and Global Scape EFT file system events.
- Enhanced healthcare member authentication by incorporating SSO and SAML in an Angular / ASP.NET Web Application.
- Secured document resources by designing a RESTful Web API with OWIN OAuth 2.0 Authorization and strengthened refresh token lifetime vulnerabilities by enforcing one-time use expirations.
- Boosted performance 200x for processing large files by refactoring the I/O stream operations to read/write chunks instead of bytes.
- Accelerated client onboarding rate 40% by automating deployments of application resources using ASP.NET, Knockout, and SQL Server.
- Improved data integrity 95% by incorporating validation in file processing and SQL Server to prevent duplicate transactions.
- Configured and managed continuous integration and delivery with Atlassian Bamboo.
- Authored detailed technical documentation for all projects and distributed to stakeholders using Atlassian Confluence.

Software Developer II

Full Stack Development

2008-2012

One Call (<https://www.onecallcm.com>): Injured worker healthcare integration.

Achieved project management and influenced technology choices for improved performance. Collaborated with stakeholders to identify shared dependencies and potential impacts.

- Established API connections to external clients and processed healthcare referral data with SOAP-based web services using WCF and SQL Server.
- Augmented appointment intake efficiency for a Windows application by analyzing and resolving performance bottlenecks and enhancing the UI/UX.
- Aided in migration of a database from MySQL to SQL Server.
- Spearheaded an accounting deficiency project lasting 3 months and stabilized the healthcare invoicing service which helped balance finances and recover revenue.
- Transformed a Vendor onboarding script for value-added user maintenance designed with rich UI, databinding, and separation of logic using WPF, XAML, C#, and SQL Server.
- Administered Branching and Merging strategies in TFS.

Software Developer II

Full Stack Development

2005-2008

InfoCision (<https://www.infocision.com>): Call center marketing applications.

Attained a lead development role and developed automated solutions for campaign projects.

- Guided development over 2 years for a Windows call center script application designed with sequential user interfaces, Model-View-Presenter, .NET generics, deferred runtime dependencies, ADO.NET, and SQL Server.
- Shortened campaign implementation schedules 30% by replacing a T-SQL script with a web deployment application using ASP.NET, Web Forms, and SQL Server.
- Assisted in a 3-month conversion project migrating more than 300 ActiveX controls from Visual Basic 6 to VB.NET. Automated boilerplate development using the Visual Studio IDE and Code Dom library.
- Improved development time for campaigns by incorporating configuration driven user interfaces using Visual Basic 6, ActiveX, and SQL Server.
- Supported and advised junior developers as needed on development coaching and standards.

PROJECTS

Personal Website: <https://kenwilla.com> (for additional info and portfolio).

COMMUNITY SERVICES

Saint Johns, FL	Parent Volunteer	2014-2017
Patriot Oaks Academy		

- Increased student achievement in academic skills and concepts for grades K thru 3 by tutoring small groups of 5-6 students for 45-60 minutes per week.
- Supported teacher planning by helping with classroom projects, assessment testing, and miscellaneous administrative tasks.

EDUCATION

Streetsboro, OH	Streetsboro High School	1986-1990
<ul style="list-style-type: none"> • Diploma, June 2, 1990 		