

# J. KEITH HESSER

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**OBJECTIVE** Seeking a position designing, building, testing, documenting and supporting web based, mobile and desktop software applications and systems.

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**QUALIFICATIONS**

- Proficient in a variety of programming languages including C#, .NET, ASP, JavaScript, jQuery, Visual Basic, HTML, XML, Perl, and C.
- Familiar with a variety of operating systems including Windows desktop and server versions, OS X, UNIX and Linux.
- Familiar with Structured Query Language (SQL) on MS SQL, MySQL and Oracle platforms. Created stored procedures and automated jobs on MS SQL Server.
- Familiar with a wide variety of software packages including Microsoft Word, Excel and Access, SharePoint, and Adobe Photoshop.

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**EDUCATION** **Bachelor of Science in Computer Information Systems**, June 1993  
DeVry Institute of Technology, Atlanta, Georgia

- GPA 3.56/4.00 (Dean's List)
- Secretary and Historian, Epsilon Delta Pi Honor Society
- Placed 2nd in DPMA sponsored COBOL programming contest

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**SELECTED WORK EXPERIENCE**

**LexisNexis Risk Solutions**, Alpharetta, GA October 2015 – January 2020

- Created web services in C#.NET that retrieved and updated data in MySQL databases. Also created web services which retrieved data from HPCC (High-Performance Computing Cluster) sources in JSON.
- Created tool to map numerous data sources accessed via Roxie back to their usage on consumer reports.
- Managed interaction between our development team and the Consumer Center which used the tools we wrote to handle consumer-initiated disputes. Ensured support issues were resolved and worked with outside teams to address data issues. Issues and new development features were tracked and resolved using Jira.
- Development team managed source code using Git and utilized CI (continuous integration) with Jenkins.

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**AT&T**, Atlanta, GA June 2011 – October 2015

- Used C#.NET, MVC and Telerik controls to create a Unified Collection Application. This pulled data from a variety of internal and external project tracking systems and allowed managers to group work tickets from these systems and track them as a group. Overall project completion for multiple projects was displayed on a consolidated dashboard, yet full details for each ticket were displayed, including links back to the source systems, allowing managers to fully track deployments.
- Used C#.NET, MVC and Telerik controls to create a tool for scheduling and tracking national Call Test activities.
- Used C#.NET to create a group calendar Change Management scheduler. This project was implemented very quickly and saved the company approximately \$60,000 within its first year of use.
- Used VB.NET to create a forms based application to track national transport build efforts. Different regions in the company each used different project trackers and this tool consolidated all of that into one tool which could then report at a national level.
- Configured and maintained QlikView business intelligence platform. I integrated it with our internal SSO application for user authentication and also created an interface to activate and deactivate users as well as assign group roles.

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- LOMA**, Atlanta, Georgia October 2005 – June 2011
- Used C#.NET to create internal appraisal system used for yearly performance reviews. Utilized AJAX for a professional user experience and efficient data access.
  - Used C# to create an offline expense entry system. Data is stored locally as XML and transmitted to a web service for processing. Data is then imported into a third party time and expense tracking tool.
  - Deployed an online social networking site utilizing the Telligent platform.
  - Maintained legacy classic ASP and ColdFusion intranet applications.
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- Regulus Group, LLC**, Norcross, Georgia June 2004 – October 2005
- Used Perl to transform customer data files into XML documents for use with high speed print machines.
  - Used Perl and C to create system utilities on Unix servers.
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- The StoneHill Group, Inc.**, Atlanta, Georgia February 2004 – April 2004
- Client needed enhancements made to a previous vendor's software application. I fixed a variety of bugs in an .ASP based application and made significant enhancements to a detailed report.
  - Phase II of the project consisted of rewriting the core application to allow for greater reliability and scalability. I created a procedure to automatically show, and collect data for, a dynamic list of questions that are unique to each of the client's customers.
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- Cingular Wireless**, Atlanta, Georgia October 2001 – August 2002
- Created a Change Management web site. HTML forms and ASP were used to collect and display data. Data resided in MS SQL database and site was served by Internet Information Server (IIS).
  - Created Perl scripts on Unix/Linux platform to parse raw data from cell tower switches and populate MS SQL server tables.
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- DoubleClick Inc.**, Alpharetta, Georgia January 2000 – October 2001
- Created Perl based utility to perform database and file maintenance on a daily basis.
  - Created a Perl based QA stress test tool to simulate multiple users opening email messages, clicking on URLs, downloading web pages containing cookies and then clicking further links on the web pages.
  - Created Perl script to dynamically build HTML subscription forms from data stored in an Oracle database.
  - Installed Linux based POP3 server for QA testing environment.
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- LOMA**, Atlanta, Georgia June 1995 - December 1999
- Used Visual Basic to create turnaround survey diskettes. Returned data was then uploaded to a MS SQL server and a web site using ASP was used to present the data. The site also had full search capability.
  - Created CD-ROM based training guide utilizing digitized video.
  - Created internal tool used by entire company to track time spent on projects, in accordance with IRS tax requirements.
  - Created several Microsoft Access based survey systems
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