



Terrance Smith

Software Developer, Problem Solver

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Owner\ Full-Time Senior Developer – Hacker Ferret Software INC

Aug 2023 to Current

Current Major Project:

Virtue Script (Medical supply tracking shipping and logistics Software) - <https://www.virtuescript.com/>

My Role as a Consultant: Provide development expertise to web portal to include full stack developments, tool and approach and solution recommendations, adding features, applying updates, bug fixes and paying down of technical debt.

Responsibilities

- Develop bug fixes, improvements, and additional features to Virtue Script web application.
- Provide code reviews of peer code for potential issues
- Provide solutions to client issues and requested application feature
- Give insight from experience around web best practices and ui design guidelines

Development Contributions

- Worked to implement new features in the areas of barcode scanning, printing, and package workflow in a very short turnaround time with limited guidance
- Paid down technical debt by adding large swaths of unit test coverage to angular application
- Added scripts and tooling to automate the maintenance of our regularly increasing code base.

Skills Used:

C#, Typescript, SQL, Entity Framework, bash, powershell, Angular, signalr, Azure Dev Ops, REST, git

Contract Senior Software Engineer – Lexis Nexis Risk Solutions

July 2022 to Aug 2023

Risk Evaluation software for evaluating bank transactions of external facing clients

My Role as a Member of the Desktop Teams: Research potential tools, approaches, prototyping solutions, adding features, applying updates, bug fixes and documentation of the legacy application, maintain in house scripting tools, build tools, and process automation for unique needs on a per client basis.

Responsibilities

- Provide maintenance and regular updates for internal scripting language (Barb) for risk analysis technicians.
- Develop proof of concept tooling to streamline and improve business areas of product vision/strategy.
- Review code of peer developers for clarity, quality, and testability
- Providing technical accommodations for improved integrations with other teams.
- Evaluating and crafting of production code from proof-of-concept F# script ideas made by Data Scientists
- Adding features to risk report exports for client delivery
- Pitching ideas for improving tooling, testing and documentation.

Development Contributions

- Creating Research Proof of Concept prototypes
- Adding Documentation on Process and Testing
- Provided guidance on Agile Processes, Writing Stories and Requirements
- Adding CI\CD tooling via GitHub Actions
- Researching Tooling Solutions for Functionality such as Unit test code coverage.
- Writing and reviewing User\System Stories Development

Skills Used:

F#, C#, SQL, Fable, Giraffe, Fake, Paket, Github Actions, Win Forms, REST, Agile Scrum, git, JIRA, Confluence

Contract Senior Software Developer – Blue Cross Blue Shield of SC**Dec 2020 to Current***Customer Relations Management Software for Internal and external facing customers*

My Role as a Member of the Desktop Teams: Developing software changes from minor bug fixes to complete overhauling for the different CRM systems Desktop CCM, Desktop TSC, Commercial Desktop, and PGBA Desktop (Various customer service portals for internal company ticketing, Tricare, and traditional insurance system).

Responsibilities

- Porting applications that run java applets to modern web technologies
- Fixing bugs in legacy systems over 15 years old
- Discovering and fixing defects and security issues
- Upgrade portions of legacy software to keep compatibility with newer systems

Development Contributions

- Contributed majorly to the effort to convert data transfer mechanism from soap to rest on 2 large applications
- Guided team in agile development practices and techniques including story writing, scoping, and swarming
- Onboarding\Training junior developers
- Adding Project Level Documentation and Guidance on Code Reviews

Skills Used:

Java, Javascript, Vue.js, Spring, Bootstrap, EJB, SOAP, REST, Java Server Pages, Agile Scrum, Jenkins, Maven, WebSphere, Azure DevOps, git

**Contract Senior Software Developer – Custom Data Processing
Enterprise Health Systems and Public Welfare Software****Oct 2018 to Dec 2020**

My Role as a Member of Mosaic\Tesla Teams: Provide ongoing maintenance, new features, and improvements for the CDP WIC (Women, Infants, and Children) Benefits Management processing system.

Responsibilities

- Modernizing UI to leverage new UX patterns
- Improving Data Access Layer performance and maintainability
- Upgrade portions of legacy software to keep compatibility with newer systems
- Add accessibility to applications for federal usage compliance
- Fix defects as needed

Development Contributions

- Refactored unstably and badly performing legacy systems
- Promoted the use of best practices including code hygiene and test coverage
- Provided training and documentation on development topics such as unit testing, development tools, clean code

Skills Used:

C#, Asp.Net (Core, Web API2), Angular 3+, Agile Scrum, TypeScript, Jenkins, PowerShell, VSTS, git

My Role as a Member of Stratus Operations Team: Our team was to design and develop a Micro Tasking Service (a la Amazon Mechanical Turk) that simplifies, and aggregates internal customer operations work across different departments and is entirely cloud-based. This tool would be able to generate tasks from requesting applications and assign them based on configurable “rules” set by admin users.

Developer Contributions

- Created prototypes of the initial application
- Authored the project level architecture
- Core front-end\back-end development
- Planning and supporting integrations with other teams’ work streams

Workflow and Team Contributions

- Created prototypes of the initial application
- Authored deployment workflow strategies
- Documenting team processes
- Writing and reviewing User\System Stories
- Created process documentation for development workflow and helped to establish team habits for working through a story

Infrastructure Contributions

- Established the AWS deployment pipeline with Jenkins and subsequent migration to VSTS and maintained both
- Created Cloud Formation Templates that covered the creation, setup, and deployment of EC2s, ELBs, and databases to our various VPCs
- Wrote automation tooling using AWS PowerShell cmdlets to ease deployment of AWS as well as simplify Azure App registration security.
- Troubleshooting issues with infrastructure, deployments, security, and anything related to cloud service usage

Additional Contributions

- Ran and facilitated an internal Company-Wide Web Developer User Group and gave multiple talks in that group on the subjects such as Front-end tech, DevOps, and Functional Programming.
- Worked as a technical screener for future developer candidates for my team as well as other teams
- Mentored less experienced developers on Angular, AWS Tools, Azure Security, Clean Code, and the basics of Agile.

Skills Used:

C#, Asp.Net (Core, Web API2), Angular 3+, Agile Scrum, TypeScript, Jenkins, PowerShell, Cake, VSTS, git, CICD Azure (Active Directory, Graph API, App Registration and Authentication), AWS (RDS, DynamoDB, CloudFormation, Code Deploy)

My Role as a Full-Stack Solution-Oriented Consultant: I acted as a solo developer and member of various teams for short-term projects. I was responsible for all parts of the business from sales and compliance to development and delivery. I've also consulted companies on managing existing products and determining business models and platform choices.

Selected Client Projects:

Zverse (3d Printing & Modeling) - <http://www.zverse.com> (remote with some onsite)

- Partnered with a Web designer to develop a freelancing platform that established a whole new revenue stream for Zverse
- Developed deployed and hosted Front and Backend Web-based 3d Artist Marketplace

Event Pro LLC (Event Publishing Platform) - <https://eventpro.io> (remote)

- Established and integrated an additional revenue model for registering events with Stripe Payments
- Migrated platform from Azure to AWS
- Conversion of existing web app to Native Mobile App.
- Patching various issues with Admin Site and Web Service

Vertical Alliance Group (Training for Trucking Industry) - <https://verticalag.com/> (remote)

- Cleaned up, maintained, and updated the offline mobile web client for Trucking LMS Training
- Helped to Strategize payment model for Platform SCORM Training Course add-on integration
- Provided training and integration for SCORM to LMS

Skills Used:

C#, Javascript, Asp.net (core, MVC Web, API2), Xamarin.Forms, Node.js, Express, Angular, Twitter-Bootstrap, SCORM, MSSQL, PostgreSQL, AWS (RDS, S3, Cognito), Azure (Azure DB, Blob Storage, Web Service)

Lead Software Developer – Visibility Software

Jan 2014 to Oct 2015

HR Software Solutions for Learning Management Systems (Cyber Train), Applicant Tracking and Employee Onboarding (Cyber Recruiter) visibilitysoftware.com

My Role as a Member of the Development Team: Our team performed development and maintenance for web-based HR software products (Cyber Recruiter and Cyber Train)

Contributions on Cyber Recruiter (Applicant Tracking System)

- Core Development of Bug Fixes and Features
- Added LinkedIn API integrations for Applicant Career Portal
- Developed a small Domain Specific Language that allows users to configure rules for applicant workflow pipeline

Contributions to Cyber Train (Learning Management System)

- Core Development of Bug Fixes and Features
- Provided Tier 2 Level Customer Support for Installation\Configuration of LMS Web Application
- Acted as the subject matter expert when engaging with SCORM Service Providers
- Provides recommendations on software architecture related problems and researches tooling options based on company needs and timeline restrictions

Additional Responsibilities as IT Tooling\Support:

- Deployed new versions of software on internal and cloud-based hosted clients
- Developed Payroll Data Import\Export tooling for our partner company (Sage)

Skills Used:

C#, VB.Net, WinForms, Asp.Net (WebForms), Telerik Web Controls, Javascript, jQuery, SQL, SCORM, AWS (EC2)

My Role as a Member of the Web Product Team: Our team maintained the existing benefit management site, added new clients, and set up new client rules for companies making changes to their benefit packages. (Classic ASP) We also rewrote sections of the existing application on an as-needed basis. (This was determined based on the business value within the company)

Contribution to Benefit Portal:

- Provided maintenance of web-based insurance brokerage software suite
- Wrote tooling to improve everyday processes such as restoring local databases with SMO

Contributions to New Tooling

- Design architect for a rewrite of client management application
- Created Single Page Application (SPA) for simplifying the configuration of benefit package options

Additional Contributions:

- Acted as subject matter expert in areas related to application design and related areas specific to the .net stack and Javascript related.
- Worked as a technical screener for future developer candidates in related areas
- Provide training for developers on .NET and related technologies

Skills Used:

C#, Javascript, Asp.net (MVC/WebAPI), Dapper, Knockout.js, Require.js, Sammy.js, jQuery-jtable, jQuery-validation-engine, Classic ASP, MSSQL

Contract Application Developer- SCANA CORP

Feb 2012 to Dec 2012

Publicly Traded Energy Utility Company - <https://www.scana.com/>

My Role as a Member of the Next Gen Team: We were tasked with moving many of the existing PowerBuilder-based Desktop applications to WPF as well as building support libraries and tools for other teams to use to simplify other development team's transition to WPF.

Contributions as a WPF Control Suite Maintainer

- Provided developer support with documentation, one on one code review, bug filing reviews, and fixes.
- Added control features and fixed bugs filed in bug backlog based on severity and priority
- Created documentation and code samples for guidance on how to use controls
- Supported developers with issues, questions, and code reviews for work related to control usage

Contributions as a Customer Service Platform Developer

- Developed Login Client and API for revamped customer service application portal
- Assisted with Core development of Customer Service Agent tooling
- Ported existing functionality from Power builder Application

Skills Used:

C#, WPF, XAML, Prism, SQL, DB2, COBOL, WCF

Contract Web Developer -The Benefit Company

Mar 2011 to Feb 2012

Insurance Benefit Management Suite for Small to Medium-Sized Companies - <https://benefitcompany.com>

Role as a Member of the Benefits Portal Team: *My team maintained the existing benefit management site, added new clients, and set up new client rules for companies making changes to their benefit packages.*

Contributions to Benefit Portal

- Spearheaded the front-end migration to Javascript from VBScript, ensuring that the product would remain available and secure for all client users.
- Established the unit testing for new Javascript methods in the ported code base
- Added source control to sections of the application where there were none
- Developed in-house date time validation jQuery plugin and contributed much of its logic to the open-source project See jQuery-Validation-Engine @ <https://github.com/posabsolute/jQuery-Validation-Engine>

Additional Contributions:

- Provided training on advanced and esoteric concepts in Javascript.

Skills Used:*C#, VB.net, Javascript, HTML, CSS, jQuery, Classic ASP, MS SQL Server*

Contract Software Developer – SoftDocs

Mar 2010 to Mar 2011

*Document Management Systems for K-12 and Higher Education Institutions -<http://softdocs.com>***Contributions as a member of the Document Scanning Development Team**

- Development of rewrite of flagship document scanning and retrieval software application
- Design web front end for application
- Translation of code from product's predecessor
- Creating a custom Tooling plugin for Workflow development
- Design configuration testing documentation and deployment tools and scripts

Skills Used:*C#, Asp.net MVC, WIX (MSI Installer Technology), WPF, MVVM, Windows Workflow Foundation, Visual Studio
Add-ins\Extensions, jQuery*

Contract Software Developer – Powerserve International

July 2009 to Feb 2010

*Custom Software Consulting Agency - <https://www.powerserve.net/>***Role as Team Member**

The team is responsible for the creation and maintenance of Web sites and applications for corporate, non-profit, and other clients. Work includes front-end\back-end development, database optimization, w3c compliant websites, testing, training, hosting, security, traffic generation, and ongoing updates.

Contributions to Lens.com Project

- Developed the Product returns data tracking and product handling system.
- Wrote data import jobs and reports for shipping, UPC handling, customer info, doctor info, and product returns.
- Developed outlining a structure for doctor registration, review, and location listings.

Contributions to MastersHousing.com Project

- Created login permissions system and user administrative tools
- Developed booking and transactional data manipulation applications, tracking system, and administrative reports for user and renter data.

Skills Used:*C#, Javascript, CSS, HTML, SQL, VBScript, Asp.net (Web Forms), Classic ASP, jQuery*

Role as Tech Support Agent:

Provide remote technical support for Blackberry Enterprise Server (BES), Exchange, and Blackberry Device-related issues to include security, database infrastructure, usability, signaling, and provisioning for high-profile clients.

Additional Contributions

- Designed a system to streamline customer interaction and improve Agent report clarity and uniformity using Javascript, HTML, and CSS.
- Provided additional training to co-workers and guidance on many of the more complex troubleshooting issues primarily in the areas of Encryption, Security protocol, MS SQL Pipe connections, and data validation

Skills Used:

System Administration, SQL, Blackberry, Javascript, Active Directory, Exchange-server

Web Developer/ IT Utility Technician – Insite Support Services
Customer Support Agency - <http://www.insitesupport.com/>

Jan 2009 to Nov 2009

Role as Web Developer/IT Technician:

Manage, maintain, and extended internal company intranet web application.

Contributions:

- Refactor and redesign internal web applications for interfacing with IT and Insurance Customer Service agents.
- Converting from legacy website to w3c XHTML validated, DB driven web applications, capable of running on multiple browsers.
- Train colleagues on Active Directory, user management, PC repair, JavaScript, ASP, and ASP.NET.

Skills Used:

C#, Asp.net, Classic ASP, VBScript, SQL, Javascript, HTML, CSS

Network Systems Switch Operator / IT Specialist–
UNITED STATES ARMY, US and South Korea - <https://www.army.mil/>

2003 to 2007

Role as member of S6 Team:

Administered and maintained complex networks, including email servers; handled backup and security. Installed, managed, and troubleshoot Signal support equipment, terminal devices, radio, and data distribution systems. Configured Cisco routers. Provided technical support for all hardware and applications. Researched and recommended new technologies and solutions.

Key Achievements

- Led design and implementation of network and infrastructure plans; coordinated deployments to maximize IT resources.
- Trained colleagues on automated and communications systems, as well as Signals, and support equipment.
- Recognized for contributions with Excellence awards.

Skills Used:

System Administration, PC Repair, Information Security Compliance, FM Radios, Cisco Routers, Windows-Server, Active Directory, Networking