Brent E. Hoffmann

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Summary of Qualifications:

- 13 years of experience designing, developing, deploying, and maintaining software, mostly in the .NET ecosystem.
- Experienced in designing and developing SOAP and RESTful back-end web services (asmx, wcf, web api).
- Experienced in web-based GUI design and development, particularly using HTML, CSS, and JavaScript.
- Experienced with relational database technology: MS SQL Server, Postgres, Oracle.

Work Experience:

Feb 2015 to Present: 24-7 Intouch, Winnipeg, MB:
2/21 to Present: *Solution Architect, Professional Services*

- Designs and documents software solution and specs based on the received requirements
- Chooses the system architecture and each individual component of this system at a high level
- Manage risk identification and risk mitigation strategies associated with the architecture
- Provides the development team with fine-grained architectural blueprints to follow.
- Conducts architectural reviews and code reviews

2/20 to 2/21: *Lead Developer, Professional Services*

- Led a team of 3 developers, prioritizing project tasks, tracking and reporting progress to stakeholders, and owning responsibility for quality and timelines of deliverables.
- Led development geared toward improving contact center agent efficiency by creating software solutions that provide automation and reduction of human-error.
- Planned and oversaw migration of legacy software (asp classic) to modern software stack (C#/ASP.NET/MVC).

2/15 to 2/20: *Sr. Software Developer, Professional Services*

- Led development of custom web-based punch clock software to replace an existing commercial off-the-shelf software solution.
- Led initiative to centralize hundreds of scheduled tasks deployed across several servers into a single custom software solution.
- Assisted in implementation of continuous integration, automated testing, and deployment solutions to enhance the SDLC.
- Developed various C# libraries to ease integration with 3rd party web services such as Zendesk, ePowercenter, and Salesforce.
- Developed and maintained IVR applications on an as needed basis.

Oct 2011 to Present: Freshway Media, Winnipeg, MB:

Software Developer

- Developed custom lead distribution software to increase and maximize advertiser commissions.
- Developed internal and customer-facing web portals for viewing lead data, campaign statistics, and sales data.
- Developed several tools and scripts for quickly migrating changes and updating production configuration.
- Installed and configured all servers and infrastructure (application, database, etc).
- Designed and deployed relational database models. Wrote and optimized SQL queries and stored procedures.

April 2011 to Feb 2012: Manitoba Lotteries, Winnipeg, MB:

Systems Developer II

- Maintained, upgraded, and supported the existing HRIS system.
- Wrote custom reports for the HR department to assist in day-to-day operations (PL/SQL, Oracle Discoverer).
- Implemented a solution for updating all digital signage at both casinos.
- Wrote various reports using SQL Reporting Services for the purpose of tracking printer usage across all sites.

Oct 2008 to April 2011: Blizzard Interactive, Winnipeg, MB:

Jr. Software Developer

- Developed and upgraded software for underwriting loans, using languages such as C#, VB.NET, and SQL.
- Responsible for the design, development, testing, and implementation of a suite of web services (SOAP/asmx).
- Responsible for database design and stored procedure development (SQL Server).
- Responsible for adding new functionality and reports to a business intelligence portal.

March 2005 to Oct 2008: Microsoft Canada, Winnipeg, MB:

Support Engineer II - Exchange Hosted Services Division

- Provided advanced technical support for large enterprises subscribed to Microsoft Exchange Hosted Services.
- Designed, developed, and deployed Postfix log parser and email header parser tools (VB.NET).
- Designed, developed, and deployed RSS feed and update tool (VB.NET) for the purpose of pro-active client notification.
- Provided training and mentoring for new hires. Created training documentation for clients and employees.

August 2003 to March 2005: Convergys Canada Inc., Winnipeg, MB:

Technical Support Representative

- Provided support for users regarding internet connectivity, wireless LAN setup, hardware and software installation.

Education:
2001 to 2003: Red River College, Winnipeg, MB:
  Diploma: Computer Analyst/Programmer

Skills/Tech:
Programming: C#, VB.NET, Powershell, Java, Bash, HTML/CSS/JS
Devops: TeamCity, Octopus, Jenkins, Bamboo, Azure Devops
Database: Dapper**,** SQL Server, MySQL, Oracle, Postgres
Other Tools: Jira, Bitbucket, Git, VS Studio/Code, Eclipse

Personal Interests:
- I enjoy playing all sports, especially Hockey and Baseball.
- Camping, fishing, snowmobiling, skiing and snowboarding.
- Learning and playing piano.

References:
- Available upon request