

Jim Heath

6099 Olde Gate Court, Milford, Ohio 45150 • (513) 341-5335 • jd.heath@machdev.net

Experience

APRIL 2023 - PRESENT

Owner/Consultant | MachDev LLC | Milford, Ohio

- Develop and deliver user-friendly websites, secure databases, and custom software solutions using Agile methodologies.
- Partner with businesses of all sizes to gather requirements, translate needs into high-performing applications, and ensure successful deployments.
- Leverage expertise in web development technologies, rigorous testing methodologies, and database management to deliver exceptional results.

OCTOBER 2022 – APRIL 2023

.Net Developer | Stellar Innovations and Solutions | Dayton, Ohio

- Contracted to Air Force Security and Cooperation Directorate at Wright Patterson Air Force Base.
- Developed and maintained the WWRS application to support material return processing for US government FMS (Foreign Military Sales) requisitions.
- Utilized expertise in Microsoft .NET technologies (C#, Visual Studio) to deliver an efficient and user-friendly application.
- Leveraged Oracle database skills to ensure data integrity and efficient information retrieval within the application.

OCTOBER 2021 – OCTOBER 2022

Data Integration and Reporting Specialist | CommuniCare | Cincinnati, Ohio

- Designed and implemented an SSIS ETL process to efficiently archive, process, and analyze raw data.
- Built and maintained enterprise reports using SSRS for robust data visualization and insights.
- Managed the entire ETL lifecycle for data warehousing, ensuring efficient data flow and storage.
- Collaborated with stakeholders to understand requirements and develop web applications using ASP.Net.
- Optimized database performance by creating stored procedures, functions, and tailored queries.
- Improved code management within Team Foundation Server (TFS) by streamlining repository structures.
- Established a documented process for managing and updating SQL Server stored procedures in TFS using Visual Studio, promoting knowledge transfer and collaboration.

MARCH 2021 - MAY 2021

SQL Server Developer | Cincinnati Bell Tech Solutions | Cincinnati, Ohio

- Contracted to Fisher Homes on a 3-month contract.
- Developed and delivered T-SQL stored procedures and views to support Fisher Homes Sapphire to Solver conversion project.
- Enhanced database functionality and ensured data integrity through the implementation of efficient stored procedures and views.
- Documented existing procedures to facilitate smooth knowledge transfer and future project maintenance.

JANUARY 2020 – JANUARY 2021

Software Development | LMI Consulting LLC | Wright-Patterson AFB, Ohio

- Contracted to Air Force Sustainment Center at Wright Patterson Air Force Base.
- Contributed to the development of RIPIT, a mission-critical software application.
- Collaborated with internal teams on requirements analysis and design to ensure scalable and maintainable .NET code.

- Delivered high-quality software through comprehensive testing, deployment, and maintenance of applications and systems. Enhanced existing software through code revisions, updates, refactoring, and debugging.
- Provided expert technical support for deployed applications and leveraged SQL Server expertise to ensure data integrity.
- Improved Project Visibility for Management with Streamlined Power BI Reporting.

OCTOBER 2018 – JANUARY 2020

Senior SQL Server Developer | Catapult Solutions Group | Cincinnati, Ohio

- Contracted to The Kroger Company Corporate Headquarters, Freshness and Standards Department.
- Revolutionized data management implementing high-performing data solutions. Utilized SSIS ETL processes, SSRS reports, and database integration to enhance data accuracy, accessibility, and cross-departmental collaboration.
- Automated operations for enhanced efficiency and streamlined processes. Implemented SQL Agent job automation for critical tasks and established alerts to monitor job failures and data modifications.
- Empowered Kroger personnel and promoted data utilization by offering expert SQL query support and training.
- Enhanced database performance by implementing strategic indexes, resulting in significant reductions in query times.
- Improved database security by addressing authentication challenges, ensuring the integrity of data.
- Produced measurable results by creating a database-driven backstock tracking system, resulting in \$50 million in annual savings for Kroger.

JULY 2017 – SEPTEMBER 2018

Senior Software Engineer and SQL Developer | TPA Technologies | Covington, Kentucky

- Contracted to Fidelity Investments and assigned to 401k Implementation Project Workspace.
- Modernized Fidelity's 401k platform web application. Upgraded development environment from Visual Studio 2013/.NET Framework 4.5 to 2017/4.5 and migrated from SQL Server 2008 R2.
- Enhanced user experience and application stability. Improved UI with Bootstrap and jQuery. Resolved hundreds of errors.
- Streamlined processes and data integration. Designed and implemented SQL Server-based Project Copy and Plan Copy solutions, implemented SSRS reports and SSIS packages.
- Owned development lifecycle. Led testing phases, supported user acceptance testing, documented application and processes thoroughly.
- Managed post-implementation success. Ensured project stability through post-implementation testing and issue resolution.
- Delivered project efficiently. Planned and executed a successful project plan for Project Copy and Plan Copy.

NOVEMBER 2016 – JUNE 2017

Senior Database Administrator | Synergy Consulting Group | Cincinnati, Ohio

- Contracted to PNC Equipment Finance.
- Managed development environments for the Oasis project, ensuring data security, access control, and performance through SQL Server expertise in backup, restore, security, permissions, and scripting.
- Supported critical applications and services for online content and service delivery, troubleshooting issues, minimizing downtime through efficient outage coordination.
- Implemented ServiceNow for incident management, facilitating efficient problem resolution through ticket creation and knowledge base article development.
- Strengthened security measures by working with internal and external teams to assess, address, and document application vulnerabilities.
- Enhanced system reliability by identifying and addressing faults, recommending, and implementing solutions to optimize resilience, performance, and supportability.
- Contributed to operational excellence by participating in process development and best practices to promote continuous improvement.
- Ensured smooth production operations by partnering with development teams to deploy applications and resolve technical challenges.

- Prepared for disaster recovery by developing documentation for applications, ensuring readiness for unforeseen events.
- Supported ethical hacking by analyzing vulnerability reports to strengthen security posture.

JANUARY 2015 – DECEMBER 2016

Senior Application Developer | Cincinnati Bell Tech Services | Cincinnati, Ohio

- Contracted to GE IT Security Managed Services.
- Developed and deployed robust Windows and web applications using .NET technologies (Visual Studio, ASP.NET) and scripting languages (HTML, CSS, JavaScript) to support critical IT security needs at GE.
- Leveraged expertise in Splunk API integration to develop custom applications that enhanced risk management solutions for GE's IT Security Managed Services.
- Championed process improvements by analyzing existing systems, planning enhancements, and implementing solutions to ensure software integrity and efficiency within GE's IT Security environment.
- Maintained clear and concise communication by creating data-driven reports and technical specifications for stakeholders at GE.
- Collaborated effectively with internal teams at Cincinnati Bell and GE IT Security Managed Services on project execution and ongoing system maintenance.
- Demonstrated a commitment to continuous learning by actively researching and acquiring skills in emerging technologies.

JANUARY 2013 – DECEMBER 2015

Senior Application Developer | Sabel Systems | Beavercreek, Ohio

- Contracted to U.S. Defense Information Systems Agency (DISA)
- Led secure web application development adhering to strict security protocols and leveraging a Secret security clearance.
- Managed the entire development lifecycle for budgeting, execution, and financial reporting project as a Full-Stack Developer and Project Lead. Utilized .NET technologies including Visual Studio, ASP.NET, VB.NET and SQL Server for efficient development.
- Collaborated with DISA stakeholders to gather requirements, design user-friendly interfaces, and implement new functionalities, ensuring a positive user experience.
- Enhanced data analysis capabilities by integrating IBM Cognos and SQL Server Reporting Services reports for comprehensive data insights.
- Championed quality assurance by conducting rigorous testing via unit, system, and user acceptance, to deliver high-quality and user-friendly applications.
- Provided production support by resolving issues and ensuring smooth system operation, contributing to a reliable IT environment.
- Maintained data models aligned with user needs and security best practices through collaboration with DBAs and team members.
- Demonstrated commitment to secure development through a Secret security clearance and CompTIA Security+ certification.

JANUARY 2010 – DECEMBER 2013

Senior Programmer Analyst | Standard Textile | Cincinnati, Ohio

- Developed and maintained e-commerce solutions for a leading sales and customer service platform, enhancing online customer experience.
- Increased sales efficiency by upgrading and supporting the AccuQuote online ordering system, ensuring smooth operation for sales consultants.
- Streamlined internal processes by creating a custom product sample ordering system for Decorative Products, improving operational efficiency.
- Integrated systems by collaborating with AS/400 programmers to ensure accurate data transmission, fostering a well-connected IT environment.
- Proficient in a diverse range of technologies: ASP.NET, VB.NET, JavaScript, SQL Server (multiple versions), AJAX, and jQuery.

JANUARY 2010 – DECEMBER 2010

Information Systems Analyst | First Group America | Cincinnati, Ohio

- Bridged the gap between business and IT by translating complex technical initiatives into clear and concise communication for leadership.
- Gathered and analyzed user requirements to define detailed specifications for new systems and enhancements, ensuring alignment with business goals.
- Delivered exceptional Tier 3 customer support by resolving complex technical issues for internal and external clients.
- Extracted valuable insights from data by developing custom SQL Server/SSRS reports, informing strategic decision-making.
- Facilitated knowledge transfer and ongoing support by documenting custom-built systems, creating comprehensive technical specifications, user guides, and training materials.

JANUARY 2009 – DECEMBER 2010

BI Developer (Consultant) | Phillips Edison and Company | Cincinnati, Ohio

- Enhanced reporting efficiency for Phillips Edison and Company by migrating Intuit's MRI Commercial Real Estate system reports to SQL Server 2005 Reporting Services.
- Improved report accessibility and reduced generation time by 30% through the migration to SQL Server 2005 Reporting Services.
- Streamlined data access and manipulation by developing and optimizing new stored procedures and User Defined Functions (UDFs) within SQL Server.

JANUARY 2008 – DECEMBER 2009

Consultant, Senior Developer | DSC Consulting | Cincinnati, Ohio

- Led the modernization of DSC WebWorks, a critical ticketing system for internal and external users. Migrated it to a secure and performant architecture using .NET Framework 3.5 and SQL Server 2008.
- Enhanced user experience and security through a complete client-side rewrite of DSC WebWorks, while also integrating SEO best practices for improved searchability in the admin back-end.
- Delivered high-performance client websites by successfully configuring IIS on multiple client servers and seamlessly integrating them with SQL Server 2005.
- Modernized the Atomic Dog Publishing platform for Cengage Learning by migrating the backend admin website from classic ASP to ASP.NET, improving efficiency and maintainability.
- Established best practices at Cengage Learning by creating a .NET coding standards document, internal web application documentation, and unit test procedures, ensuring consistent and high-quality development.

JANUARY 2007 – JANUARY 2008

Project Coordinator and Lead Developer | Pole/Zero Corporation | West Chester, Ohio

- Led the development and coordination of new and existing .NET applications, ensuring efficient project execution.
- Documented business processes for smooth implementation of the IFS ERP system, facilitating a successful transition.
- Migrated existing reports from SQL Server Reporting Services to IFS reporting, ensuring continuity of data insights.
- Championed project planning by creating comprehensive plans and authored technical writing for software requirements specifications, ensuring project clarity and alignment.

JANUARY 2006 – JANUARY 2007

.NET Application Developer (Life Group) | Great American Financial Resources | Cincinnati, Ohio

- Developed an Annuity Claims application using C# and Microsoft .NET to streamline claims processing for the Life Group.
- Designed the application to efficiently query annuity policy information from LifePRO databases, improving data accessibility.
- Implemented functionalities for adding, editing, and reporting claim information within the Annuity Claims database, enhancing data management capabilities.
- Leveraged web services to integrate additional functionalities within the application, promoting user experience and efficiency.

JANUARY 2005 – JANUARY 2006

Consultant | Robert Half | Dayton, Ohio

- Assigned to Intellitech Systems and assigned to Air Force Security and Cooperation at Wright Patterson Air Force Base.
- Analyzed existing mainframe application for Parts and Repair Ordering System (PROS) invoicing conversion. Gathered functional requirements to ensure successful system migration.
- Held a Secret security clearance.
- Assigned to CareSource, Dayton, Ohio
- Enhanced user experience of the web-based Health Screening and Assessment (SAmi) application by implementing user-centric features (navigation, context-sensitive help) for smoother onboarding of Indiana applicants.
- Designed and developed the Provider Expansion Resource Tool (PERT) for efficient tracking of new provider prospects and communication with the Provider Relations team.
- Led the design and development of the Provider Verification System (PVS), a mission-critical system for tracking and reporting CareSource Medicare healthcare providers. Delivered PVS on schedule to prevent project delays and penalties. Further enhanced PVS to accommodate Ohio Expansion Request for Application (RFA) requirements.
- Assigned to Cashland Financial Services, Dayton, Ohio
- Modernized business intelligence processes by migrating Microsoft Access reports to SQL Server 2005 Reporting Services, enabling improved data access, and reporting capabilities.
- Developed new reports to provide deeper insights for informed decision-making.
- Streamlined database operations by creating and modifying stored procedures and User Defined Functions (UDFs).

JANUARY 2002 – JANUARY 2005

Owner/Consultant | Parametric Systems | Liberty Township, Ohio

- Led a team of developers at Parametric Systems to deliver web development and IT services solutions across various technological domains.
- Developed and implemented custom websites using HTML, CSS, ASP.NET, and VS.NET, ensuring user-friendly interfaces and functionality.
- Built e-commerce platforms with back-end administration for seamless online shopping experiences.
- Enhanced client operations by customizing shopping cart software and integrating with Amazon Seller Central, improving functionality and efficiency.
- Leveraged Microsoft SQL Server for effective database management and data-driven web applications.
- Demonstrated expertise in various IT domains including web development, web hosting, DNS management, network consulting, system administration, and IT infrastructure.

JANUARY 2001 – JANUARY 2002

Director of Information Systems | Grad Partners Inc. | Cincinnati, Ohio

- Led and Managed IT Operations Team. Ensured efficient and reliable information system operations for the organization through effective team leadership.
- Aligned IT Strategy with Business Goals. Defined and implemented IT strategies that directly supported and advanced the company's overall objectives.
- Spearheaded Technological Innovation. Oversaw successful implementations of new technologies, software, and processes to drive departmental and organizational advancements.
- Optimized IT Performance and Customer Service. Championed IT improvements that fostered a collaborative work environment, enhancing departmental efficiency and user experience.
- Managed IT Budget and Resources. Developed and managed the IT budget and operating plan for optimal resource allocation and cost-effectiveness.
- Performance Management and Optimization: Continuously monitored IT performance, identified areas for improvement, and implemented solutions to prevent issues and ensure smooth operations.
- Established IT Governance. Reviewed and approved IT policies to ensure departmental compliance and adherence to best practices.
- Delivered Successful IT Projects. Led the development and management of all IT projects, ensuring on-time and on-budget completion.

JANUARY 1999 – JANUARY 2001

Director of Application Systems and Development | Student Loan Funding LLC | Cincinnati, Ohio

- Led a high-performance team of Information Systems and Technology application specialists to deliver business-aligned application solutions, fostering a collaborative environment and ensuring clear project direction.
- Provided strategic IT leadership by analyzing application technology, web development, and information management trends to identify and implement impactful solutions that improved efficiency and productivity.
- Secured critical resources through budget influence and justification, ensuring the successful execution of IT projects.
- Managed entire project lifecycles from development, implementation, web development, and quality assurance to ensure high-quality deliverables.
- Promoted project transparency and informed decision-making by implementing clear communication practices and regularly reporting on project progress and status to management.

Education

Cincinnati State Technical College | Cincinnati, OH

- Associate of Applied Science in Electro-Mechanical Engineering Technology

Activities

Family • Cooking • Baking • Music

