

Steve C. Jorgensen, Professional Software Developer

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A skilled professional software developer with over 20 years of experience in a broad range of technologies, industries, and application types, emphasizing software interaction with relational database systems.

TECHNICAL EXPERTISE

- Languages** Visual Basic • VBA • Ruby • Java • JavaScript • HTML/XHTML • CSS • SQL • Salesforce APEX • Visualforce • BASH • Windows Batch File • C/C++
- Frameworks** Ruby on Rails • Visual Basic • VBA • Microsoft Access • Salesforce/Force.com • AppFuse • Java SE • Netbeans
- APIs** Windows • Net::SMTP • SOAP4R • Memcached • Mechanize • attachment_fu • RMagic • Java SE • Swing • JavaMail • JSP • SiteMesh • JDBC • DAO • ADO • Google Maps • PayPal • PaySimple
- File Formats** CSV • XML • JSON • YAML • Rich Text (RTF) • Microsoft Word 2003 XML (WordML) • MIME • HTML Email • mbox • .ini Files
- Concepts** Object Oriented Programming (OOP) • Dynamic Language Programming • Refactoring • Unit and Integration Testing • Test Driven Development (TDD) • Design Patterns • DRY/OA/O • Domain-Specific Languages (DSLs) • Model-View-Controller (MVC) • Relational Database Design • Object/Relational Mapping ORM • Extract, Transform, and Load (ETL)
- Software** Microsoft Office • Visual Studio • Microsoft SQL Server • MySQL • PostgreSQL • SQLite • Oracle Database • Legacy databases (FoxPro, Paradox, dBase) • Eclipse • Netbeans • Subversion • CVS • RCS • XMail • Firebug • JSLint • Google Apps • Comindwork • Photoshop • GIMP • Inkscape
- Applications** Elderly Care • Marketing • Customer Relationship Management (CRM) • Inventory • Bill of Materials • Material Requirements Planning • Online Shopping Cart • Real Estate • Higher Education • Unit Testing Frameworks
- Systems** Microsoft Windows • Linux (Ubuntu, Slackware) • Cygwin • OS X

ORGANIZATIONS AND PROJECTS

- President in 2003 and Vice President in 2004 of Portland Access User Group (PAUG).
- Author of VB Lite Unit testing tool (<http://sourceforge.net/projects/vb-lite-unit>)

EDUCATION

- Highline Community College, AA (Physics & Mathematics emphasis)
- North Seattle Community College, Electronic Engineering Technology

PROFESSIONAL EXPERIENCE

Vigilan, Incorporated • Portland, Oregon
Senior Software Engineer

Apr 2005 to Present

Developed and maintained software for the Assisted Living / Long-Term Care industry in Java, Ruby, Visual Basic, Microsoft Access/VBA, and Salesforce APEX/Visualforce.

- Maintained and enhanced Vigilant's marketing and administration applications used by businesses in the Assisted Living industry.
- Developed integration between Visual Basic, VBA, and Java desktop applications and Salesforce using the APEX API and custom HTTP-based APIs.
- Designed and implemented improvements to resident monthly and prorated billing logic to make reports more informative and customer bills more clear.
- Developed an HTML-email billing system in Ruby, integrating with Vigilant software and the PaySimple (<http://paysimple.com/>) on-line payment system.
- Enhanced the lead tracking capabilities of Vigilant's Web site using APEX and VisualForce code in Salesforce *Sites*.
- Developed most of the business logic and much of the user interface for Lifestyle Reward, a Web application written in Ruby on Rails: customizable branding, content-management, product catalog, shopping cart, PayPal checkout integration, image uploading/resizing, and many other capabilities. Currently in use at <http://www.lifestyle-reward.com/>.
- Developed a Java desktop application to generate SMTP email and printed postal mail by merging template documents with customer or marketing contact data: WYSIWYG HTML editor for email; Microsoft Word 2003 XML files for postal mail.
- Implemented cross-application data synchronization between 2 major Vigilant product lines and to/from 3rd party products, including ACT!, Microsoft Dynamics SL and GP (formerly Solomon and Great Plains), Peachtree, You've Got Leads, and REPS.
- Developed a Web-based navigation system for a suite of applications, using Java JSP Model 2 Architecture, JSP XML Document templates for HTML output, and SiteMesh for page decoration.
- Implemented a new unit-testing system and unit tests for new code in legacy VB and VBA applications.

Independent Consulting • Portland, Oregon

Feb 2002 to Present

The Service Department - Portland, OR

Performed maintenance and implemented enhancements to a service request tracking and billing application in Ruby on Rails with a PostgreSQL back-end.

- Created a Subversion source code control repository
- Added new customer fields and searching/sorting capabilities.
- Made enhancements to PDF output using Prawn/Prawnito.

DataWing Software - Portland, OR

Implemented improvements and enhancements to several product lines.

- Improved performance and source code structure of a medical payment reconciliation application written in Microsoft Access / VBA, with data storage in either of Microsoft SQL Server 2000 or 2005 databases.
- Implemented a high-performance, HIPPA 820 file import procedure.
- Profiled and optimized the performance of a Web page data scraping application.

Zocalo Software - Brooklyn, New York (remote from Portland)

Maintenance and improvements to Ruby on Rails applications in use by non-profit, educational organizations, including Columbia University and The READ Foundation

- Created new reports and CSV file exports of student disability accommodation data.
- Implemented several bug fixes and enhancements to existing capabilities.

Optomec, Inc. (via Jordan Lev) – Albuquerque, New Mexico (remote from Portland)

Made improvements to an existing customer support Web application written in Ruby on Rails.

- Added uploading of attachments to new trouble tickets.
- Added recording and forwarding of attachments included in customer email replies received by support system.
- Added ticket text content search capability.
- Modified existing ticket assignment logic.

Krause Team Real Estate Group (via Jordan Lev) – Portland, Oregon

Helped complete the <http://allportlandcondos.com> Web site written in Ruby on Rails.

- Created the administrative content management interface.
- Integrated with Google Maps to display property locations in embedded maps on site pages.

Adidas, US (via Meridian Technology Group) – Portland, Oregon

Developed a prototype system to help reduce costs incurred by having inconsistent data between several legacy systems in several countries.

Implementation:

- A data-driven, rule based application written in Access and VBA that compares data-extract batches from new and legacy systems containing parallel data in different schemas.

Features:

- Identifies and reports updates required to synchronize legacy data to be consistent with current authoritative data. Reports in a format similar to the automated TIB data update messages to be generated by the future, fully automated system.
- Reports discrepancy rates for measurement of data quality for progress tracking of on-going data clean-up efforts. Used as a key performance indicator (KPI).

Whitney and Associates, Inc. – Portland, Oregon

Trained the primary developer and assisted in the development of an Access ADP and Microsoft SQL Server application to plan mailing campaigns and analyze campaign results for non-profit organizations.

Bates Private Capital (via Compass Computing) – Lake Oswego, Oregon

Authored new software and enhanced existing software to support investment fund analysis processes. Helped establish new software development processes and practices. Performed large-scale refactoring of legacy code, improving structure and maintainability. Mentored new developers.

- Developed a rule-based ETL application in Access to load and normalize fund performance data from exported spreadsheets into a PostgreSQL database back-end.
- Enhanced and maintained VB and VBA programs for investment fund activity input/extraction and analysis/output.
- Migrated database in MS Access to PostgreSQL to improve reliability with >50 users. Used an Access database with table links to PostgreSQL as middle-layer to preserve compatibility with legacy front-end applications in Excel, Access, and .NET, pending future code updates.
- Performed recovery from corruption of mission-critical PostgreSQL database through the use of Linux command line tools, MS Access queries, Excel formulas, and VBA.

- Developed a system to track request and receipt of missing financial statements identified during input and review.
- Provided advice on new development processes for expanded development team, borrowing concepts from Extreme Programming and other processes and methodologies.
- Mentored programmers on how to produce high-quality, maintainable code efficiently.

Applied Test Systems – Hillsboro, Oregon

Authored new software and enhanced existing software in MS Access to streamline purchasing and repair authorization (RA) processes, and to enable significant new sales options.

- Developed a “System Configurator” to price construction of circuit boards or entire large systems: pricing computed from bill of materials (BOM), current inventory, construction costs, and standard purchase prices.
- Developed an RA and component repair tracking system: tracking of shipping, receiving, and inventory; generation of shipping documents; support for combined shipments for multiple RAs.
- Developed a component purchase ordering (PO) system.
- Developed a module to specify and track manufacturing jobs: required parts determined from BOM; reservation and back-ordering of components; job progress tracking.
- Developed an employee-task scheduling and tracking system.
- Developed an automated data migration tool from the older to the newer generation of BOM/Inventory system: data remapping from older flat model to new, normalized model; up-front checking/reporting of consistency errors that impede successful migration; automatic resolution of many common forms of inconsistency.

CSG, Inc. – Portland, Oregon

Developed applications and worked on teams developing applications for CSG’s clients.

- Developed the administration interface for a large travel agency’s outward-facing Web site, using MS Access as a front-end to PostgreSQL.
- Salvaged a project (nearing final deadline) for generating reports and graphs in MS Access from data collected by an Intranet QA application.
- Worked on a 4-person team, overhauling a Web-based billing application written in ASP and ASP.NET and used by an intellectual property escrow company.

NDE Professionals (through Compass Computing) – Portland, Oregon

Rearchitected projects, formerly in Access 2.0, for sale to companies that perform non-destructive inspection of architectural structures and machine parts. One application component tracks certification status of test engineers; the other generates certification exams from sets of possible questions in various classifications.

- Implemented a more modern, intuitive, and attractive user interface design.
- Merged database schemas of separate applications, and improved data normalization.
- Extended database schema to support multiple companies per database.
- Implemented importation of data from old versions of one or both old applications, including cross-application data merging.
- Implemented import/export of reusable question banks with awareness of question revisions.

Fisher Nursery (through Compass Computing) – Gaston, Oregon

Produced new MS Access reports for a legacy, vertical business application written in FoxPro for DOS, fixed bugs in legacy FoxPro code, and wrote new FoxPro code for data clean-up operations.

EverGuard Insurance (through Bradson Technology) – Seattle, Washington

Enhanced scalability of existing insurance policy tracking application to handle more complex business cases by migrating the data storage from MS Access to MS SQL Server.

- Developed rule-based custom code to upsize database schema to Microsoft SQL Server 2000.
- Developed system to infer default up-sizing rules from Access database object characteristics.

Times Lithograph – Portland, Oregon

Developed an Access application to produce printed output for a lobbying organization's annual membership directory, including a lobbyist section with photos and lists of clients, a clients section, and page numbering for the combined package.

**New-Tec Circuit Sales / Intertec Software Svcs. • Santa Clara Nov 1995 to Jan 2002
Programmer Analyst & IT Administrator**

Developed the software and IT infrastructure to operate and manage New-Tec's business in the consignment resale of surplus electronic parts and equipment.

- Developed, enhanced, and maintained an extensive custom MRP system in MS Access and MS SQL Server with labor tracking, costing, payroll, invoicing, shipping/receiving, warehouse management, powerful custom searching and reporting, etc.
- Installed and administered SQL Server, Windows NT domain, and MS Exchange Server.
- Trained and supervised other IT support personnel.

**Earlier Employment and Consulting. • Seattle May 1989 to Oct. 1995
Software Developer & IT Service Provider**

Developed software applications:

- A/R, A/P, Bill of Materials
- Truck fleet maintenance scheduling and tracking
- LAN hardware requirements-analysis and pricing software
- Internal IT Help Desk system with intelligent known-issue lookup and statistical reporting
- Reporting and graphing systems for management decision support
- Image editing and HPGL2 image printing

Performed IT Support functions:

- Installed computers and local area networks.
- Supported IT infrastructure and PC workstations.