Raymond Raffety

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Summary of Work Experience

I am a software developer / architect with over 32 years of architecture, analysis, design, development, support and management experience. Companies hire me when they have technical execution challenges requiring immediate results.

Professional Skills

General Technology/Business

Solution Design, Technical Architecture, Analysis, Design, Interpersonal communications, Team Leadership, Mentoring, Management, Budgeting, Project Management, Product Development/Management, Vendor Management, Hardware/Software Acquisition, Group Presentations, Technical Training, Negotiations and Sales

Platforms / Technologies

Windows Server NT-2019, IIS, MS SQL Server, MVC, REST, WebAPI, Angular 2+, NodeJS, Salesforce, NPM, MySQL, SOAP, WebServices, WCF, Asp.Net, Web Forms, TCP/IP, DNS, POP3, IMAP, SMTP, FTP/SFTP/FTPS, DotNetNuke (DNN), PayPal, Azure, Amazon S3, HubSpot API, Google APIs, RSS, HTML, CSS, DHTML, JSON, XML, XSLT, Bootstrap, Media Queries, AngularJS, WordPress, Social Network integration, ADO, ODBC, XML, Outlook, Exchange, ASP, Crystal Reports, SQL Reporting Services, Internet Explorer, Chrome, Entity Framework, CSLA, Microsoft Enterprise Library, Windows. Windows API, MediaWiki

Languages

C# (16 Years), Transact/ANSI SQL (24 Years), JavaScript, TypeScript, Angular 2+, LINQ, VB.Net, PHP, Apex

Tools

Visual Studio, Visual Studio Code, TFS, SVN, Git, MS Project, SoapUI, JIRA, Confluence, Office, Visio, Fireworks, ERWIN, Fiddler, Camtasia, LogParser, UltraEdit, Microsoft Expression

Out of Date: Oracle, Teradata, DB2, MS Access, Foxpro, RDS, Flash, SilverLight, Adobe Document Server, Business Objects, PageFlex, ActiveX, COM+, MTS, Dreamweaver, Macromedia Ultradev, PVCS Version Manager, Visual SourceSafe, SVN, Flash, VBScript, Visual Basic 1-6, ASP, VBA, PL/SQL, MAPI

Employment History

Owner - eWise Corporation (DBA nSage Technologies)
November 1997 - Present Atlanta, GA

Consulting, Project Management, Solution Design, Product Development, Architecture, Application Development, Deployment, Account Management and Sales. These are some of the clients for which my company has provided services and some of the solutions I have helped them deliver.

SOLTECH (July 2018 – Current)

Solution Architect. Responsible for Solution Design, Technical Architecture, Business Analysis and Development Oversight. This included several projects of which the following are examples:

1. Solution and Technical design for a Configure, Price, Quote (CPQ) application for a Power Management Solution company.
2. Solution Design and backlog grooming for a financial application to ingest, manage and QA homebuying assistance programs from third parties to be available through a large secondary mortgage market organization.
3. Provided a Technical Assessment for a Consulting group focusing on Litigation Advisory, Investigations, Compliance & Monitoring, Valuation Advisory, Forensic Technology and Data Analytics.
4. Salesforce application design and implementation for non-profit health care organization replacing systems for their specialty pharmacy, nursing, social work, donations, volunteers, scholarship programs and claims management.

Intellitraks (January 2018 – June 2018)
Responsible for Architecture, Design and Development of NavMD web application using Angular 4, WebApi and SQL Server. Designed and built several components including Security, User Management, Reporting, Component, Messaging Component, Dynamic List Component and Charting Components using C3 and D3. Components are highly configurable via meta data and balance server versus client performance.

SPH Analytics (March 2016 – December 2017)
Primarily responsible for Tier 3 support for all Engage division applications. Tasks included triage, diagnosis, optimization, bug fixes, architecture, design, development, deployment and stabilization of the company's custom applications. SPH Analytics is a leader in healthcare analytics. The Engage division surveys their client's patients and providers for regulatory purposes. Support included internal Operational applications as well as client facing web portals and web based survey platforms. Technologies included C# Applications (Web Forms, MVC, WCF, WebAPI, Angular, Windows Forms, WPF, Windows Services and Console Apps), Unit Tests, SQL Server (including SSRS, SSIS, SSAS), Noble (Call Center Application). Designed frameworks for Messaging, Logging, Phone/NCOA cleansing and Token / Claims based Authorization Services. Moved database schemas, database code and application code into source control including decompiling applications where no source code was available. Championed and assisted with the move to shared frameworks and Enterprise Nuget repositories.

eSecuritel (January 2013 – March 2016)
Primarily responsible for the architecture, design and all development of the company's public portals. eSecuritel is a device protection company providing device insurance, warranty and other services for wireless carriers and dealers ranging in size from Sprint to small dealers. There are over 60 partner sites for all of North America using three sets of load balanced servers servicing over 300,000 unique visitors per month. The portals use the Enterprise DNN Framework to provide content management where 85% of the content is using shared modules across portals in 5 primary language variants leveraging a responsive design that provides an intelligent UI across multiple devices.

Created a custom integration solution using their two core custom insurance applications to provide self-service access for subscribers to manage their accounts as well as adjudicate and fulfill claims online. This integration including building out middle tier web services (WCF), a Self Service API that created a single interface to access their two different back-ends and the custom DNN modules for the UI. Worked with Marketing, IT Infrastructure, Development and QA. Managed business requirements, determined the architecture, defined the hosting environment, configured the framework for maximum performance and minimum effort, API design / development, Web Service Development, Custom Module development and all deployments.

Generis (February 2013 – Present)
Design, Develop, maintain and host a CRM application for this medium sized consulting firm specializing in charitable giving. The application uses the DNN Framework with custom modules for contract management, customer management, commission calculations, Accounts Receivables, Forums, Training Videos, Shared Calendars, Internal Messaging, Document Management, Supply Management, Leads Management, HubSpot Integration, Reporting and Custom Client Surveys. It is designed with a responsive approach so staff, management and consultants can access and manage their data from any device.

ista North America (December 2010 – January 2013)
Provided troubleshooting, performance tuning, refactoring, redesign, code management services, mentoring and strategic advice. The company provides a Software as Service solution for deregulated utility markets. Their systems include CRM, Billing, EDI Management, online customer payment and IVR. I provided a last line of defense for diagnosing, repairing and tuning malfunctioning systems. They have an extensive code base for which I was responsible. Technologies included C#, ASP.Net, Windows Services, Web Services, WCF, Linq, IVR, SQL Server 2005/2008, .Net Framework 3.5/4.0, VB.Net, a heavy use of reflection and factories, BizTalk, IIS 6/7 and other Microsoft based technologies. I was also instrumental in rethinking and reorganizing the group into Investigation and Execution teams.

McKesson Corporation (December 2007 – September 2010)
Provided support, analysis, design, architecture and development services for a medical financial system that creates paper claims and statements as well as online access for patients to their statement information. The primary focus is the manipulation of PHI data sent from hospitals and ETL processes that load it into SQL Server. The core applications I supported were in VB.Net, ASP.Net and MS SQL Server.

One solution that I designed and architected loads incremental data daily from a hospital to recreate their full dataset instead of the hospital sending full loads daily. Two key benefits are the reduced processing on the hospital systems and the ability to extract and blend data in various formats for different timeframes and blend the data with other sources. This solution was built using C#, SQL Server and WCF web services.

Another solution that I architected is a file management system that harvests files from various sources (FTP, SAMBA, SFTP, FTPS and UNC paths), stores them in a repository, has a file identity system, file routers and event logging. This is a unified system that replaces several single task applications for managing the thousands of files this group receives and manages daily. It is designed to scale up and out with multiple light weight Harvesters and Routers placed across the network and using C# and WCF to communicate between the services. Robust threading, factories, regular expressions, reflection and adapters were key to this architecture.

SynQ (January 2005-December 2007)
I worked on several projects. The biggest of which I was assigned as Product Manager and Lead Architect leading a team of 3-5 developers to build a platform to decrease time to market, decrease maintenance and increase stability of client systems. The core system was architected as a framework providing base web GUI and Backend Services including Security, Navigation, E-Commerce, Processing Managers and Print Adapters. The framework defined and implemented a skinning and plug-in model to quickly add new clients and business logic in a multitenant application.

The technologies involved in developing the platform included .Net 1.1/2.0, ASP.Net, VB.Net, MS SQL Server, Crystal Reports Server, PageFlex, XPIFs, Windows Services, Adobe Document Server and other PDF toolkits to create documents on demand for printing and fulfillment.

This application reduced the new client technology development time from 9 months to an average of 1 month. It provides a base set of services that can quickly be assembled into a custom application for their clients. It also provides the ability to quickly add new components for any given client. The application supported 8 major clients, 900 sub-clients and over 8000 end users.INVESCO Retirement Services (May 2001 – December 2004)

Original 1 Month Contract extended for 3.5 years on 18 separate projects. Highlights are listed.

In all of the following projects I was responsible for the full life cycle (Analysis, Design, Development, Testing, Documentation, Deployment and Training). I did all of the development work for the GUIs, services and databases. The technologies used included: VB.Net, C#, Business Objects, Windows API, ASP, IIS, MAPI, SMTP, SQL Server, VBA, Excel, Word, NT Service, SMTP, XML, XSLT and HyperAccess Scripting.

1) Compliance Audit Package System – A Process Management System that helps the Compliance group manage the analysis, data correction, reporting, packaging and delivery of period audit reports. These packages contain from 20 to 30 reports depending on the client. The application extracts data from a Unix based system into a SQL Server datamart. The UI manages the steps in the process with drill down analysis tools, PDF report creation, analyst assignments, reviews, Excel management reports and delivery to a processing center, web or e-mail. The application runs as a Windows UI, with NT services that run as processing managers for extractions, calculations; Business Objects report creation and package delivery. Written in C# and SQL Server
2) Universal Document Service – A Web Service that manages the reception, storage and delivery of client documents and their associated indexes to multiple Web applications. The web service uses IIS, ASP.Net, VB.Net, COM, XML, XSLT and SQL Server. Two Windows UIs help manage documents and the XSL templates. COM objects that encapsulate the XML communications are used by Windows applications that send documents to the service.
3) XP/AD/Office 2003 Migration Team Leader – Lead a group of 5 technicians, plus various temporary resources to migrate 500+ clients from Windows NT /Office 2000 to Windows XP, Active Directory, Office 2003 and SMS. This included testing and user acceptance of 170+ applications, account migrations, installation scripting, PC certifications, training and deployment across 3 sites.

4) Bank Transfer – Manages the transmission and reception of Checking Account Issuance, Clearance and ACH records between the client and several financial institutions via dial-up, FTP or HTML. The application runs as a Windows Service with a Windows UI to manage the accounts and connection information stored in a SQL Server. Written in C#.
5) Batch Ticket Manager – Coordinates account information between recordkeeping and the Compliance group. The application runs as one standalone Windows UI and a secondary component embedded in a console application with data stored in a SQL Server.
6) Conversion Manager – Manages the process of adding new accounts. The application runs as a Windows UI using data in a SQL Server written in C#.
7) Hierarchy Code – Creates and maintains end user hierarchy security codes. The application runs as a Web UI using IIS and ASP in the middle tier and SQL Server on the backend.

The Coca-Cola Company – (January 1998 – May 2001)
Original 6 Month Contract extended for 3 years on 3 separate projects

1) Responsible for designing the architecture and building all three tiers of an Extranet Application. The client tier is built with Visual Basic ActiveX Documents hosted in Internet Explorer. Reports are generated using ASP scripts. The middle tier uses Windows NT, IIS and COM Business Objects. The Database Tier includes Oracle, DB2 and Teradata. This application has a user base of 200 clients, contains 90,000 lines of code, 98 VB modules, 65 ASP scripts and 37 PL/SQL stored procedures.
2) Provided business analysis and built the user interface using Visual Basic for a 3-tier reporting tool. Technologies include Orbix COMet to communicate with a CORBA middle tier connecting to a Teradata database tier. This application has a user base of 1000 clients, contains 26,000 lines of client code and 82 VB modules.
3) Designed and built a Deferred Query Server that runs as an NT service. A client application submits Oracle and Teradata queries to the server. The server parses the queries, submits them to the appropriate database server, processes the result set, converts it into a standard database and notifies the client of the progress.

CENTURY 21 Real Estate – October 1997-January 1998
Built and maintained custom applications to:

1) Manage security for their secure America Online site for 80,000 sales associates,
2) Verify over 10,000 web links on their public Communities site,
3) Synchronize agent/brokerage data with their LISTSERV.

Strategic Consulting
Examples of organizations to which I have provided strategic consulting:

1) World Leadership Group is a MLM organization that leans heavily on technology to communicate with and manage its 180,000+ sales organization
2) I have worked with various Real Estate organizations (including CENTURY 21 Real Estate, Floyd Wickman Courses, and WebBuilt) to help them build a better Internet Strategy.
3) Worked with several private schools and churches as a community service, to help them optimize their Internet communication strategy.

Web Development
Built and hosted many web sites using IIS, ASP.Net, C#, VB.Net and SQL Server or WordPress and MySQL for clients including public "Billboard sites", secure membership sites, eCommerce sites and complete business solutions spanning multiple applications.

Director of Product Development CENTURY 21 Real Estate Corp.
October 1995 - October 1997 Parsippany, NJ
Strategy, management, architecture, development, recruiting, sales, training, outsourcing and budget.

Worked with executive management to design the CENTURY 21 technology strategy. This was an end-to-end strategy involving sales force automation, brokerage management, transaction management, enterprise communications, public access via the Internet, vendor integration, management reporting, customer service systems and Executive Information systems. This was for the entire company of 500+ staff, 5000 brokerages and over 80,000 sales associates.

Managed the development of these strategic systems using an internal software development team (80 people), outsourcing providers and strategic partners. Delivered an intranet to (5000 brokerages and 80,000 associates), a public web site (century21.com), a public site on America Online (CENTURY 21 Communities), a real estate agent product (PowerPak 21 Agent), a real estate brokerage management product (PowerPak 21 Broker), two multimedia sales presentations, an executive information system (500+ users), a training registration system and cleaned up our internal transaction management system (over 10 million transactions a year). All of this was accomplished in little over 18 months.

Managed the sales and evangelism of these products and services. This included creating presentation materials, presenting to medium and large groups (up to 4500) and writing articles for company wide distribution (100,000 people). Managed the implementation of these systems including testing, hardware bundles, rollouts, training and support services.

Director of information Services CENTURY 21 Divisional Office, June 1989 - September 1995
New England (June 1989 - December 1992), Southeast (January 1993 - September 1995)
Strategy, architecture, management, recruiting, sales, training, outsourcing, budget and development.

Built small teams (5-7 people) responsible for technology consulting with 1,100 CENTURY 21 offices with 15,000 agents. We targeted the implementation of proprietary systems (CENTURYNET Front Office, Back Office and Accounting) as well as integrating off the shelf solutions (such as MS Office and QuickBooks). Implementation included roll out, documentation, training, support and business integration.

Supported internal staffs of 50 to 70 people. Acquired, installed and maintained off the shelf hardware and software. Built several custom solutions including an executive information system (using Visual Basic, MS SQL Server, FoxPro and MAPI), workflow tools (VB, Access, MS SQL Server and MS Office), database applications (Access and FoxPro), a broadcast fax solution and a remote field staff synchronization application. Provided training, documentation and support for all of these technologies.

Prior Experience

Automation Consultant CENTURY 21 of New England	May 1987 - May 1989	Burlington, MA
Account Representative CENTURY 21 Mortgage	October 1985 - April 1987	Dallas, TX
Sales Associate CENTURY 21 Better Homes	March 1981 - September 1985	Oklahoma City, OK

References
https://www.linkedin.com/in/rraffety. This is the best way to understand my value.

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