

**Andrew K Thompson**  
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**March 2021 to Present: Software Engineer, Johns Hopkins University**

Added features and fixed bugs in ASP.NET sites and automated import/export tools. Create and modify tables, stored procedures, and views for ad hoc requests, SSRS reports, and other third party integrations. Rotating product support duties, including triaging and handling customer issues.

**July 2018 to January 2021: Application Developer, Southern Software**

Fixed bugs, added features, and optimized SQL stored procedures for a WinForms-based financial management package. Migrated customers to, and continued to develop an ASP.NET Web API application front-ended by a WPF client. Worked directly with customers to resolve issues and build out new functionality. Managed and released projects through Azure DevOps workflows.

**February 2016 to July 2018: Software Developer, Classical Conversations**

Completed projects including adding new features and updates of existing code. Reviewed code of other developers. Helped with planning and development of statements of work for development projects.

- Quickly built and deployed Shopify to ERP integration after a third party vendor failed to deliver.

**January 2014 to February 2016: Software Developer, Classical Conversations**

Managed production and development AWS servers running Apache on Linux. Built new features, fixed bugs, and untangled legacy code of a custom PHP website. Primary developer for a C#/WinForms application that imported Yahoo store orders into Acumatica ERP. Built and maintained Vagrant images of development environments.

- Reduced open bugs from hundreds to less than 50 by focusing the team on automated testing, code quality.
- Automated the deployment of websites to staging and production using Jenkins and GitLab.
- Recognized for locating a faulty method that overloaded MySQL and significantly disrupted website traffic.

**October 2005 to December 2013: Owner, GoCyber**

Provided drop-off and on-site PC repair service to individuals and businesses in Moore county. Advised clients on IT product and service purchases.

- Reduced inbound spam to customers by over 95% by building a MX based spam filtering service.

**October 2001 to October 2005: Developer/System/Database Administrator, NetResults**

Wrote framework for primary web application. Trained other developers in use of Visual Source Safe. Installed and maintained development and production servers. Maintained stored procedures, views, and secondary ETL databases in SQL Server 2000. Improved site performance by optimizing slow SQL queries or adjusting indexes.

**August 2001 to October 2001: System Administrator, Dexter Sport Supplements**

Managed Windows NT4 server. Scripted import/export of updated customer information from MOM database.

- Achieved top 5 rankings for over 10 relevant, traffic producing search terms in Google by optimizing listings.

A.A.S. Computer Programming, Sandhills Community College, Pinehurst, NC, May 2015