

**Andrew K Thompson**

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**February 2016 to Present: Senior Software Developer, Classical Conversations**

Complete projects including adding new features and updates of existing code. Review code of other developers. Help with planning and development of statement of work for development projects.

- Saved online store project by adding Shopify integration to the existing C# order processing application.
- Reduced processing of physical checks over 50% by integrating ACH payments into a PHP website.

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

Managed production and development AWS servers running Apache on Linux. Identify and fix bugs in code for custom PHP websites. Primary developer for a C#/WinForms application that imports Yahoo store orders into Acumatica ERP. Maintain Vagrant images of development environments.

- Reduced open bugs from hundreds to less than 50 by focusing on automated testing, code quality.
- Automated the deployment of PHP websites to staging and production using Jenkins, GitLab.
- Recognized for locating a faulty request 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 95% with a custom built 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 ColdFusion development and production servers. Maintained stored procedures, views, and secondary ETL databases in SQL Server 2000. Created and maintained SQL batch jobs for replication and reporting. Improved application 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.

**September 2000 to June 2001: Help Desk Support Technician, PrimeTV**

Purchased, built, and installed new Windows 2000 servers. Purchased and installed new Windows 2000 and Windows 98 workstations. Serviced existing systems including Windows 98, Novell 4.11, and Windows NT 4.

**January 1999 to August 2000: Field Service Technician, Getronics**

Performed end-user relocations, new PC rollouts, image rollouts, and PC hardware upgrades at client sites.

**October 1998 to January 1999: Support Specialist, System One Technical**

Created multiple Access databases to manage status of customer interactions. Contacted existing customers, scheduled shipments, and provided remote installation assistance of bank account access software via telephone.

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