

Claire Renee Thompson

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Detail-oriented computer engineer with 15 years experience in both web development and embedded software. Strengths are optimizing legacy code for accuracy and efficiency; simplifying complicated procedures; developing processes and patterns for consistent and readable code. Not afraid to dive into unfamiliar methodology and technology.

Education

University of Kansas Lawrence, KS

* Bachelor of Science in Computer Engineering December 2004

Computer Engineering Skill Sets

- * **Programming:** C#; Java; Python; .Net; C++; C; Groovy; Scheme; Lua; Visual Basic; Assembly; proprietary languages; device drivers; web applications; console applications
- * **Remote Teamwork** Microsoft Teams; Zoom; GoToMeeting; Agile Sprints; Horizon VM; Remote Desktop; TeamViewer
- * **IDEs:** Eclipse; Microsoft Visual Studio; IntelliJ
- * **Bug and Feature Tracking:** GitHub; Redmine; Spiceworks; Jira; Confluence; ZOHO; Azure;
- * **Version Control:** Git; Mercurial; Subversion; TortoiseSVN; Team Foundation Server
- * **Continuous Integration:** Maven; Gradle; Jenkins; Nexus; Ancible; Spock; nuget; Team City; Octopus Deploy
- * **Operating Systems:** Windows; Linux
- * **Software Engineering:** System Analysis & Design; UML; functional requirements; rapid prototyping; bug tracking and troubleshooting; root cause analysis; documentation; release planning; full software life-cycle; Object-Oriented Design; Model-View-Controller (MVC)
- * **Web Design:** Javascript; jQuery; JSP; PHP; HTML; CSS; XML; JSON; SOAP; Cookies; Apache HTTPD; Apache Tomcat; WordPress; mobile sites; hostfiles; CDN; integrating 3rd Party Services
- * **Web Auth. & Security:** IdentityServer 4; SSL Certificates; Single Sign-On (SSO) using SAML2; Veracode Vulnerability Scanning and Mitigation; Personally Identifiable Information (PII); Payment Card Industry Data Security Standard (PCI DSS); Personal Health Information (PHI);
- * **Web Scripting:** CasperJS; Selenium; WebPerformance Tester (Load Testing); Amazon Cloud Servers;
- * **Database:** Oracle SQL; MySQL; PL/SQL; DB2; Oracle SQL Developer; Microsoft SQL Server; RavenDB; SQL Server Integration Services (SSIS); Extract Transform Load (ETL) layer; indexes; stored procedures; query optimization
- * **Automated Testing:** WebPerformance Tester (Load Testing); unit tests; report generation; regression testing

Work and Project Experience

Astronics Test Systems – *Applications Engineer* Orlando, FL Hybrid Remote/Travel July 2020 - April 2023

- Write embedded software to utilize instruments on the Astronics desktop and handheld radio test stations
- Work contributed to company being down-selected by US Army for TS-4549/T radio test set program
- Understand and capture customer requirements and create new designs to meet project needs
- Generate object-oriented software in C# using Microsoft Visual Studio 2019
- Perform troubleshooting and root-cause analysis as required to determine failure conditions and engineer solutions
- Utilize revision control software TortoiseSVN for all software source files and document data
- Report system bugs and request system features using Redmine project management software
- Perform software validation and verification testing
- Support other engineers through sharing specialized knowledge, debugging, brainstorming, and code reviews
- Use Microsoft Teams for remote meetings and presentations

Brandon Associates – *Software Developer* Farmingdale, NY Remote Contract March 2017 - April 2020

- Create and update web portal for medical insurance client, with interactive features for health providers and insurance members
- Collaborate long-distance projects with Brandon Associates located in NY and client located in NY, while based in Wichita, KS
- Communicate with team and client regularly to clarify requirements and provide status updates
- Use Microsoft Teams, Zoom, and Go-to-Meeting for remote presentations
- Log into remote client servers using Horizon VM, Remote Desktop, and TeamViewer
- Write .Net and C# applications for the web and console in Microsoft Visual Studio 2015 and 2017
- Implement features based on Functional Requirement Documents (FRDs) and communications with client
- Utilize Model-View-Controller (MVC) framework in ASP.NET to support test-driven development and
- Provide customized experiences for different classes of users (providers, members, admins) and roles (manager, billing, etc)
- Enforce form validation rules (Fluent Validation) to ensure user-entered data integrity and prevent Cross-Site Scripting (XSS) and SQL Injection attacks
- Integrate and manage 3rd party software libraries using nuget
- Build automated unit tests for requirements to protect against accidental error introduction in future development
- Manage client data across Facets, Microsoft SQL Server, and Raven DB (NoSQL) databases
- Develop and maintain ETL (Export, Transform, Load) processes to update client data from multiple databases to the web site
- Reduce ETL and page load times by adding database indexes and optimizing SQL queries and views
- Coordinate code changes, feature branches, and versioning with teammates using Team Foundation Server
- Manage automated deployment pipeline using TeamCity and Octopus Deploy to produce consistent deployment packages
- Modify web.settings, app.settings, and Octopus Deploy variables to provide different data sets to each deployment environment
- Provide separate SSL Certificates to each web environment and server for added security
- Communicate with client's Quality Assurance team to troubleshoot errors prior to final deployment
- Document deployment instructions in Release Planning Worksheet (RPW) for client to execute on production servers
- Track projects using Microsoft Azure KanBan boards to keep team up-to-date with status and estimated completion dates
- Proactively search for and mitigate web vulnerabilities using Veracode static and dynamic scanning
- Authenticate portal users through IdentityServer4 OpenID Connect and OAuth 2.0 framework for ASP.NET Core
- Recognize unusual login behavior by comparing a user's IP address, user-agent string, and other factors to previous logins
- Provide Single Sign-On (SSO) user authentication to 3rd party services using Security Assertion Markup Language (SAML 2)
- Track portal user behavior by implementing Google Analytics tags, cookies, and customized SQL queries
- Protect user information by hiding Personally Identifiable Information (PII) and Personal Health Information (PHI) from Google Analytics and other 3rd party utilities
- Cross-train with other team members to support multiple projects and clients as needed

The Golf Warehouse – *Java Developer for E-Commerce* Wichita, KS May 2012 - July 2016

- Design and implement Java Spring web services (SOAP and REST) on Windows and Linux to expose application data
- Deploy website and backend updates as scheduled during low-traffic hours in order to minimize inconvenience to customers
- Troubleshoot and debug customer bug reports, providing a better user experience; make corrections using Java and JavaScript
- Prioritize projects, estimate project timelines, and participate in Agile Sprint meetings
- Design and implement Java applications to integrate existing ERP with new Web Platform for smooth transition, minimal downtime
- Write SQL queries and provide web data for business analysis as required, languages include Oracle SQL, PL/SQL, and DB2
- Participate in on-call rotation to provide 24-7 website and E-Commerce support
- Design and automate product data and inventory feeds to match external partner data requirements; implemented in Java SE
- Write Selenium and CasperJS scripts to automate crawling the website looking for broken links and other HTTP or Javascript errors
- Perform regression testing and load testing prior to code deployments
- Build Spock unit tests for new applications, reducing effort for regression testing and building confidence in application performance
- Manage project imports and versions using Maven, Gradle, Nexus, and Jenkins; manage code deployments using Ansible scripts

Aeroflex – *Software Engineer***Wichita, KS Nov 2005 - Sept 2011**

- Develop new automated tests for military radios on an all-in-one measurement test set
- Write embedded software in proprietary coding language TMAC
- Build device drivers in C to control registers involved in sending signals between test set and radio
- Review test reports and user emails to troubleshoot and debug legacy code, finding solutions to customers' problems
- Research version control history to determine reasons for past changes and pinpoint introductions of software errors
- Troubleshoot and debug faulty equipment using schematics to guarantee test accuracy; multimeter, oscilloscope, logic analyzers
- Review hardware and communication specifications to efficiently design, verify, and test new interface cables
- Consult with manufacturers to understand and modify test criteria, supporting multiple hardware configurations for the customer
- Regression test new software, preventing new errors from being delivered
- Document Automated Test Procedures, guiding customers how to verify and validate new software
- Travel to customer bases to support verification testing and train users on the equipment
- Work in a team to design requirements for a new automated testing platform, including database design for tests and result storage
- Implement new framework in Python

Arizona Foundation for Medical Care – *Development Analyst/Programmer* Phoenix, AZ Intern Summer 2004

- Designed database-driven report-generating software for PPO Network, reducing time and energy needed to calculate numbers
- Gathered requirements from current application and users, increasing ease and usefulness of software
- Created print-previewing interface for reports, for more efficient use of paper; Progress coding language
- Documented program and trained new personnel to continue project, resulting in an easier transition after the internship was over