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| **Troy M. Thompson** | Highlands Ranch, Colorado  [troy@troythompson.me](mailto:troy@troythompson.me) ▪ 425.829.5093  [linkedin.com/in/troymichaelthompson](http://www.linkedin.com/in/troymichaelthompson) |

**Principal / Lead / Full Stack / Senior Software Engineer**

Over 28 years of proven software development experience using C, C++, C#, Java, Angular, React.JS, Microsoft SQL, Structured Query Language, Oracle, SQLite, STL, ATL, COM, COM+, DCOM and many others.

Adapt easily to changes in priorities, seamlessly lead multiple teams and deliverables simultaneously with excellent follow through skills to ensure meticulous attention to detail.

**Driven |** Ownership | **Results Oriented** | Customer Obsessed | **Agile |** Integrity

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| **SKILLS:**  **Languages**   * **Expert in**: C, C++, C# * **Proficient in**: STL, ATL, SQL, Java, iOS, Android & Windows Phone * **Familiar with**: Angular 5 & 6, React.JS, x86 Assembly, Perl | **Software**   * **Operating Systems**: Windows, Linux, Unix * **Applications**: Visual Studio, Git, Perforce, CVS, BitBucket Server (Stash), TFS, Source Depot, Postman, Swagger * **Protocols**: IPv4, IPv6, TCP/IP, DNS, DHCP * **Servers**: SQL Server, SharePoint Server, Multi-Tier Architecture and Design, Azure DevOps |
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**EXPERIENCE**:

**FIS (Formerly WORLDpay)**, Denver, CO **November** **2018 – June 2020**

**Leader of Technology**

Spearheaded feature enhancements and bug fixes for five product domain, including flagship triPOS Cloud, P2PE-PCI compliant payment solution easily integrated into cloud-based applications, mobile platforms, or direct installs supporting merchants, financial institutions, businesses, and capital markets worldwide. Administered $4M budget and provided technical guidance to Product, QA, and DevOps leadership, Scrum Master, and Release Train Engineer on application architectures, product roadmaps, and backlog grooming. Oversaw product, QA, developer integration, and DevOps teams in Agile continuous integration/ continuous deployment (CI/CD) environment to ensure consistent delivery of high-quality and relevant products that enterprise customers needed to succeed in competitive and highly regulated sectors.

* Enabled European Mastercard and Visa (EMV) contactless payments for triPOS Cloud.
* Implemented multi-user payment solution through single merchant gateway account.
* Planned, sustained, and successfully onboarded new hires supporting engineering team growth by over 300% in one year.
* Set cohesive asset and resource management strategy across nine teams and offshore counterparts.

**Intermap Technologies**, Englewood, CO **July** **2016 — September 2018**

**Director, Software Engineering**

Led a geographically disbursed team in Denver, Prague and Jakarta of Managers, Individual Contributors representing Development, QA and Support for Enterprise Scale SaaS (C#, ASP.NET, SQL, Angular.JS) Application utilizing an Agile Scrum methodology.

* Migrated enterprise scale SaaS application on premise to Microsoft Azure platform saving > $160k per year.
* Improved performance, scalability and reliability of InsitePro more than 30% and redefined our non-functional requirements.
* Responsible for definition, development, testing, validation and release of software products.
* Contribute to weekly meetings with C-level executives, managers and individual contributors for Dev, QA and support teams.
* Managed Development, Support and QA managers and individuals both locally (Denver) and remote (Prague, Jakarta).
* Implemented, managed and owned the Agile (scrum) process for the development, support and QA teams.
* Manage and report on monthly Microsoft Azure spend and budget to the CTO.
* Created and managed the onboarding process for the Development and QA teams.

**FLATIRONS SOLUTIONS**, Boulder, CO **December 2015 — June 2016**

**Technical Lead, Release Manager**

Led a team of software engineers in an agile environment to successfully complete new features and defect fixes.

* Utilize EMC InfoArchive solutions and build upon them tailoring solutions to customer needs.
* Provide technical leadership for a 7 person dev team utilizing the LAMP stack.
* Manage the full release process and ensure timely delivery of product with high quality.
* Utilize Java, XML technologies, AngularJS and more to build content and data archiving solutions.
* Employ agile and Test Driven Development (TDD) best practices.

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| **Manager, Software Engineering** | **June 2013 – December 2015** |
| *EMC Corporation - Bellevue, Washington* |  |

* Managed a development team of 15 direct reports responsible for new features, product enhancements and bug fixes for both the NetWorker and Avamar products.
* Responsible for managing two offshore teams which amount to approximately 20 people (10 in Bangalore and 10 in Slovenia).
* Successfully delivered NetWorker 8.11, 8.1.2, 8.2, 8.2.1 and Avamar 7.0, 7.1, 7.1 SP1 on time and within budget. Each of these products were packed with new features, defect fixes and enhancements.
* Championed agile methodologies for the entire Bellevue EMC site to drive development production and performance, which resulted in converting several teams from waterfall to agile.
* Hired top development talent for available positions within the team, ranging from Associate Software Engineer to Principal Software Engineer. Developed and trained engineering talent on environment, products and process in order to consistently exceed expectations.
* Drove agile processes as the scrum master for daily agile scrum meetings for a team of 8.
* Reviewed, commented and approved code reviews and code check-ins for the engineering staff for new features, defects and customer escalations.
* Directly supported customers, account teams and support staff to handle customer escalations in our 24x7 engineering support matrix which directly contributed to faster resolution times.
* Created and maintained architecture and design specification documents and championed the features and designs to product, information, quality assurance and engineering management.
* Developed the Parallel Save Streams and Dynamic Parallel Save Streams features which directly increased backup throughput and performance by over 300%.
* Developed the Windows Installer XML (WiX) installations for the NetWorker 8.5 product which streamlined software delivery and updated EMC to industry leading installation technology.
* Tracked progress of software features and bug fixes through the software development lifecycle and consistently delivered more each week than all other local teams combined.
* Created weekly reports of engineering metrics and open/resolved defect trending analysis in order to keep senior management apprised of the team’s progress and achievements.

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| **Principal Software Engineer / Lead Software Engineer** | **June 2006 – June 2013** |
| *EMC Corporation - Bellevue, Washington* |  |

* Design and implement the File System Plug-in for the NetWorker Module for Microsoft Applications (NMM). Solo architecture and implementation of the global application search functionality.
* Create and maintain software requirements and design documents through the development cycle.
* Coordinate with Product Management to create cost estimates for new product features.
* Development Lead for several (local and remote) teams consisting of up to 8 developers (Teams include: SharePoint VSS / GLR, SQL, EBMS 2.0, NMM (2.0, 2.1, and 2.2) and several others).
* Create and maintain architecture documentation for new and existing product features.
* Lead and collaborate in software design discussions and architecture meetings on product features, sizing, estimation and implementation.
* Create and maintain software requirements and design documents through the development cycle.
* Coordinate with Product Management to create sizing estimates for new products and features.
* Mentor new developers in development languages (C, C++, C#), or specific product technologies.
* Created and applied for a U.S. Patent for search related technology designed and implemented in the NetWorker Module for Microsoft Applications (NMM) product.
* Created and applied for a U.S. Patent for de-duplicated storage technology via AvFS for SharePoint as well as other related platforms.
* Created and applied for a U.S. Patent for advanced select-ability and marking technology.
* Received recognition and additional Patent filing bonus from EMC’s Chief Technology Officer (CTO) Stephen Manley for submitting Patents for key technologies.
* Created and maintained build tools and scripts for Class 3 VeriSign code and cross signing for Executables, Dynamic Link Libraries and Kernel Mode Filter Drivers to WHQL specification.
* Built custom tools to enhance the build system using gmake and nmake using C/C++.

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| **Senior Software Engineer** | **March 2006 – June 2006** |
| *TAC Worldwide (for EMC Corporation) – Bellevue, Washington* |  |

* Design and implement the File System Plug-in for the NetWorker Module for Microsoft Applications (NMM).
* Create and maintain software requirements and design documents through the development cycle.
* Coordinate with Product Management to create cost estimates for new products.
* Quickly picked up the Automated System Recovery (ASR) related projects and became the ASR Expert of the group, adding value to the project and a new ASR Disk Wizard in a later NMM product release.

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| **Senior Software Engineer** | **2005 –2006** |
| *Aditi Technologies (for Microsoft) – Bellevue, Washington* |  |

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| **Build Engineer** | **2004 –2005** |
| *Volt Computer Services (for Microsoft) – Redmond, Washington* |  |

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| **Freelance Senior Software Development Engineer** | **2002 –2004** |
| *Longshot Productions (for Various Companies) – Bellevue, Washington* |  |

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| **Senior Software Development Engineer** | **2001 –2002** |
| *Solutions IQ (for Microsoft) – Bellevue, Washington* |  |

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| **Senior Software Development Engineer** | **2001** |
| *Matrix Technology Solutions (for Onyx Software) – Bellevue, Washington* |  |

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| **Senior Software Development Engineer** | **2000 –2001** |
| *TranSenda International – Redmond, Washington* |  |

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| **Software Development Engineer** | **1999 –2000** |
| *BEST Consulting (for Compaq) – Bellevue, Washington* |  |

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| **Software Development Engineer** | **1999** |
| *Meridian Partners, Ltd. (for Microsoft) – Redmond, Washington* |  |

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| **Software Development Engineer** | **1998 - 1999** |
| *Meridian Partners, Ltd. (for Microsoft) – Bellevue, Washington* |  |

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| **Software Systems Engineer** | **1997 –1998** |
| *Science & Engineering Associates (for Microsoft) – Albuquerque, NM* |  |

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| **Software Development Engineer** | **1997** |
| *AeroTek (for IBM Corporation) – Golden, Colorado* |  |

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| **Software Development Engineer** | **1996 –1997** |
| *AeroTek (for TeleTech Teleservices) – Denver, Colorado* |  |

**EDUCATION:**

Certificate of Completion, Computer Science | Trapper Creek Vocational College, Darby, Montana

Coursework in Computer Science | Bellevue College, Bellevue, WA