

# Randall Gann

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## Software/Cloud Engineer

10+ years of experience developing and managing complex IT solutions. I have 4 years as a software engineer in the financial sector, working with financial data on the backend and 7+ years managing networks and IT infrastructure for large national chains in retail sales and hospitality. Field Technologist turned Software Engineer, I'm passionate about all aspects of technology and am eager to continue my Software/Cloud Engineering journey. Having recently completed the Google Cloud Architect Certification and being Terraform Associate certified, I feel I can bring value to the team from both a devops and software engineering perspective.

### WORK EXPERIENCE

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**Charles Schwab** • Dallas, TX • 05/2024 - Present

**Specialist Software Engineering** • Full-time

- Daily experience with .NET, .NET Core and UML (Unified Modeling Language)
- Object-Oriented analysis, SOA, design patterns, software development, implementation and maintenance
- Proficient in building server-side applications utilizing Visual Studio and C#
- 2 Years experience working with Aerospike (NoSQL) database and distributed systems and high-volume transaction processing
- Provided solution analysis in messaging technologies IBM MQ, Kafka and Rabbit MQ
- 2 Years experience developing/managing REST and SOAP-based Web Service APIs in a transaction processing environment

**FDM Group Inc** • Dallas, TX • 08/2021 - Present

Software Developer @ Charles Schwab - Portfolio Accounting and Data Loads

**Software Developer** • Full-time

- 50+ Bug Fixes and Root Cause Analysis Presentations
- Developed a new UI feature in ASP.NET MVC that saved 1/hr+ in developer investigation time.
- As part of Production Support triaged incoming issues decreasing average time taken per story by 10%.
- Produced daily C# .NET code changes per business requirements for over 30 in-house applications.
- Analyzed and found the root cause of latency issues between data centers that resulted in a 60% increase in application efficiency.
- Produced Confluence and Jira documentation for complex problems, enhancements and bug fixes, enabling seamless collaboration and knowledge sharing across teams.

**IT Field Engineer** • Dallas, TX • 01/2014 - 08/2021

Independent IT Consultant and Field Engineer

**Field Engineer** • Full-time

- Lead Technician for a 20+ location network infrastructure refresh increasing the efficiency of the installations by 2 days.
- Lead the deployment of outdoor WiFi systems for a national car dealership chain - over 15 locations completed in region.
- Designed and maintained an end-to-end HIPAA compliant 20+ employee IT solution for a medical office.

## EDUCATION

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### **Post Graduate Program in Data Science & Business Analytics**

UT Texas McCombs School of Business • Austin, TX • 08/2020 - 05/2022

### **Associates in General Studies**

Tyler Junior College • Tyler, TX • 05/2000 - 05/2002

## CERTIFICATIONS

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### **Terraform Associate** • 09/2024 - 09/2027

HashiCorp

### **Google Professional Cloud Architect** • 03/2024 - 03/2024

Google

### **Aerospike Developer Certification** • 01/2023 - 11/2023

Aerospike

### **CCNA** • 11/2017 - 11/2020

Cisco

## SKILLS

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**Cloud Engineer:** AWS, Azure Cloud, Google Cloud Platform

**DevOps:** BitBucket, Confluence, Confluence, Containers, Docker, Git, Github, Jira, Kubernetes, Linux, Terraform

**Programming:** ASP.NET, C# / .NET, Object Oriented Programming, Python

**Networks:** Cisco, Firewall, Juniper, Mikrotik, SonicWall, WiFi

**Database:** Aerospike, GCP Cloud SQL, IBM DB2, NoSql, SQL