

Bryan R Festa

Leonardo, NJ | BryanRFesta@gmail.com | 908-902-6741 | linkedin.com/in/bryan-r-festa

Director of Software Engineering

Experienced software development manager within the .NET, Azure and AWS ecosystems. Leads full stack developers, optimizes workflow, and upscales staff through training, communication, and workflow. Operates in an agile environment for end-to-end solution implementations throughout the product development lifecycle focusing on continuous integration and continuous development for maximized use of time and resources.

CAPABILITIES

- Professional information technologies and systems experience.
- Professional insurance, training and education, and software industry experience.
- Managed several global teams of up to 50 members in North America, Europe, India, and Sri Lanka responsible for development, implementation, and operations.
- Strong teamwork and interpersonal skills.
- Excel in challenging situations with strong problem solving and the ability to organize information quickly.
- Manage, lead, and guide projects and product development life cycles through both waterfall and agile methodologies.
- Advocate for lifelong learning and professional development.

TECHNICAL SKILLS

Interpersonal Skills	Team Leadership, Team Management, Training, Coaching, Teamwork, Time Management, Communication
Industry Knowledge	Project Management, Agile Methodologies, Scrum, Software Development Life Cycle (SDLC), Project Development Life Cycle (PDLC), Data Analysis, Waterfall Project Management
Tools & Technologies	Microsoft DevOps, Microsoft Project, Microsoft Visio, Atlassian Jira, Atlassian, Confluence, Amazon Web Services (AWS), SharePoint, Scrum Works, Microsoft Office, Microsoft Excel, Microsoft PowerPoint, Guidewire, Papercut
Development Environments	C#, ASP.NET, Logic Apps, Lambda, PowerBuilder, Visual Basic .NET (VB.NET), Visual Basic for Applications (VBA), PowerShell
Database	Oracle, Microsoft SQL Server, MySQL, SQL Server Management Studio
Application Services	Internet Information Services (IIS), Apache, SQL Server Reporting Services (SSRS), SQL Server Integration Services (SSIS)
Operating Systems	Windows Server, Windows Desktop, Linux (Debian, RedHat, SuSE), Mac OS, Chrome OS, Visual Studio, Visual Studio Code, MonoDevelop, Eclipse
Virtualization Management Systems	Citrix XenApp, Citrix XenDesktop, Oracle VirtualBox, Microsoft Hyper-V, Spice Server QEMU Virtual Manager

EXPERIENCE

WORKWAVE, HOLMDEL, NJ | JAN 2020-PRESENT

SR. MANAGER, ENGINEERING

Multiple global teams of engineers that own production maintenance, root cause resolution, technological debt reduction, as well as compliance and security for SaaS business application. The teams operate across the entire stack of technologies and all business workflows throughout the product.

- Reduced the rolling backlog of customer reported defects by 50%
- Reduced the average case age life by 50%
- Increased average case velocity per person by 300%
- Reduced average new cases by 31%
- Increased average SLA resolution by 34%
- Reduced trailing defects to no more than 6 months

TECHNICAL ENVIRONMENT

C#	Entity Framework	REACT	AWS	ASP	T-SQL
Jira	Salesforce	Confluence	G-Suite	JavaScript	

AMERICAN MANAGEMENT ASSOCIATION, NEW YORK, NY | JUL 2019-DEC 2019

SOFTWARE DEVELOPMENT MANAGER

Responsible for managing a team of five developers and two managers. Work closely with the Infrastructure Manager on all projects. Managed incidents, requests, projects, changes, and problems from intake through delivery. Instantiated digital transformation from 15-year-old application stack toward Azure platform.

- Established and instantiated a digital transformation vision for both technology and human resources with a migration from on-prem to cloud delivery hosted on the Microsoft Azure platform.
- Provided a learning roadmap and challenge for all developers to become familiar with C#, .NET and Azure.
- Built several POCs using LogicApps, PowerBuilder, and ASP.NET demonstrating ease of migration to new platforms.
- Instantiated reduction of technology debt by kicking off a project to move the oldest and least supported infrastructure from Lotus Notes to Salesforce.
- Developed pipeline dashboards with Azure DevOps and Microsoft Teams to create visibility to all C-level stakeholders, helping to realign deliverables with the business strategy.
- Built the first global integration between European platform and United States platform for real-time order integration and consolidation of backend resources.

TECHNICAL ENVIRONMENT

MS Project	MS Visio	QuickBase	Azure DevOps	MS Teams
MS SharePoint	Team Foundation Server	Visual Studio	C#	ASP.NET
Windows Server	MS SQL Server	SSIS	SSRS	ScriptLogic
SalesForce	SalesLoft	DiscoverOrg	IIS	LogicApps
PowerBuilder				

MARKEL CORPORATION, RED BANK, NJ | FEB 2001-MAY 2019

TECHNICAL LEAD | JAN 2018 – MAY 2019

Responsible for using analytics to identify opportunities to save the company time and money within the existing operational process. Identified operational processes for automation, integration, or replacement as well as provided the business analytics on quality of service provided by the technology teams.

- Reduced IT debt by improving visibility into operational demand and applying cost cutting strategies in areas of greatest return on investment.
- Reduced 175 hours a month of operational labor by automating tasks.
- Solved a Sarbanes Oxley audit failure, saving potential impact of fines and reducing risk of exposure.
- Consulted on several key projects as a subject matter expert:
 - Assisted with G-Script analysis and recommendation for the Guidewire Billing Center v9 upgrade. Including supplying documentation and overview to the new application support team.
 - Provided subject expertise for wholesale insurance systems using WPC applications in perspective of consolidating systems and retiring legacy applications.
 - Resolved production issues as they occurred in WPC applications and PaperCut as a top tier subject expert when the exist support teams could not identify a solution.

- Designed and implemented an end-to-end data warehouse and reporting service integrated with several systems of records for providing performance statistics to senior business leaders.
 - Utilized SQL Server 2017 on Windows Server 2016 and SQL Server Reporting Services (SSRS) over Data Transformation Services written in C# which brought EasyVista, ServiceNow, WorkDay, several in-house insurance applications, and Active Directory data into consolidated source for performance analysis and reporting.
 - Coordinated monthly performance review of the calculated analytics, meet with the performers to gather more information when necessary and then meet with the business to deliver the results, including presenting identified opportunities and risks.
- Designed, and implemented a user access control process and reporting system, resolving several key SOX control risks.
 - Utilized PowerShell, Visual Basic.NET, Visual Basic for Applications, ASP.NET and SQL Server 2017 on Windows Server 2016 to provide an interface to Access Management to present user access information in an Excel report which contained not only Active Directory, but also Exchange, and insurance applications which used self-contained authentication.
- Configured ServiceNow by building out workflows, services, catalog item, and more as an ITIL solution to replace EasyVista.

SOFTWARE DEVELOPMENT TEAM LEAD | FEB 2001 – DEC 2017

- Earned several promotions from Associate Software Developer to Software Developer, then Senior Developer before assuming Team Lead position.
- Consolidated Billing and Collections for all insurance systems utilizing Guidewire Billing Center.
 - Designed the Datawarehouse model to create a normalized consolidated dataset in SQL Server.
 - Built custom integrations with the Datawarehouse, active directory, and forms management using Gosu.
 - Configured a promotion and hosting process using IBM WebSphere.
 - Participated in several upgrades from version 2 through 4.
- Created a roadmap and guided the migration from Gupta Team Developer to C# working with the Iced Tea Group to update a core legacy application system.
 - Brought the Iced Tea Group in to run a systematic port from Team Developer SQL Windows language to C# language. This improved performance, but primarily was to increase availability of quality resources.
 - Resolved all bugs as part of the conversion process identified during quality assurance and user acceptance testing.
- Utilized Microsoft BizTalk to integrate several systems improving workflow and reducing labor demand.
 - Processed data captured in the insurance systems and transported it to the appropriate homegrown Forms Management system.
 - Archived generated forms in OnBase or Image Right as we promoted paperless operating environments.
- Led pitch through implemented of several cost-saving projects, including ones identified as opportunities:
 - Reduced technology debt by upgrading applications, servers, and workstations to run on Windows Server 2012 or 2016 and Windows 7.
 - Migrated several individual physical datacenters to a consolidated virtualized datacenter.
 - Implemented MBAM and BitLocker globally to secure physical hard drives.
 - Delivered a secure printing and scanning solution across the corporation globally, utilizing Papercut.
 - Replaced the mobile footprint of aging Windows laptops with Chromebooks.
 - Established and managed a process for vulnerability scans and ratification globally across desktops.

TECHNICAL ENVIRONMENT

MS Project	MS Visio	Atlassian Jira	Atlassian Confluence	Scrum Works
MS SharePoint	Team Foundation Server	Visual Studio	Eclipse	C#
ASP.NET	VB.NET	VBA	GOSU (G-Script)	Gupta SQL Windows

PowerShell	G-Suite	Windows Server	Linux Server	Oracle
MS SQL Server	SSIS	SSRS	Cognos	BizTalk
XenDesktop	XenApps	PaperCut	Guidewire Billing Center	IBM WebSphere
MBAM	KFS	WCF	IIS	Apache

RIDER EDUCATION OF NEW JERSEY | AUG 2011-PRESENT

Technology Coordinator

As the technology coordinator, continually improve the implementation of technology throughout the organization. Including but not limited to public website, employee forum, curriculum deployment, presentations, and integration with business partners.

- Migrated from a legacy basic html website to a WordPress platform, allowing for ease self-maintenance tasks by office resources.
- Implemented a secure employee resource center on the web server to BBPress, allowing maintenance to be shared between employees and open channels for communication.
- Developed a state-wide marketing presentation and toolkit delivered to all motorcycle dealerships and retail stores.
- Assisted as site coordinator for the Lincroft, NJ location with mentoring, resource scheduling, equipment maintenance, and operations oversight.
- Certified rider coach in all courses available from MSF in NJ (SMART, IME, BRC, 3WBRC, RRBRC, BBB, BRC2, ARC, UBB).
- Provided continual development and evolution of a rider course for motorcyclists that want to improve their skill to compete in national police and civilian skills competitions.

TECHNICAL ENVIRONMENT

MS Project	MS PowerPoint	ASP.NET	WordPress	BBPress
Windows Server	PHP	MySQL	Visual Studio	IIS

BROOKDALE COMMUNITY COLLEGE | SEP 2017-PRESENT

Adjunct Professor

Adjunct in computer science department teaching development languages to students attaining computer science degrees.

- Developed C# curriculum, using Cengage resources, for the college's implementation into the Computer Science Programs and Web Site Development degrees.
- Delivered Java programming both introduction and advanced using Pearson resources, to students within the Computer Science Programs.
- Delivered Introduction to Unix using Pearson resources, to students within the Computer Science Programs.
- Delivered Visual Basic.NET curriculum, using Pearson resources, to students within the Computer Science Programs.
 - Added introduction to students for object-oriented programming, ASP.NET, and database integration.
 - Touched on topics of security, IEEE coding conventions, source control, team development, and windows communication foundation (WCF).
- Delivered and mentors the Advanced project capstone course for students completing their associates in computer science.

TECHNICAL ENVIRONMENT

C#	VB.NET	ASP.NET	Visual Studio	MS PowerPoint
Java	Unix			

EDUCATION

Master of Business Administration in Information Systems

New Jersey Institute of Technology

Bachelor of Arts in Information Systems

New Jersey Institute of Technology

Associate in Applied Science of Computer Science

Brookdale Community College