William McGann

contact@WilliamMcGann.com
434-420-2868

Solutions Architect Focused on Quality

Work Experience

Solutions Architect *at* Genworth Financial
May 2010 to February 2016

I began my time with Genworth as a support analyst, although I was able to quickly progress to managing a new team doing more advanced system support assisted by a dashboard system I developed. Beginning early 2011 I transitioned into the role of Solutions Architect where my responsibilities evolved to encompass providing solutions for different parts of the business. These solutions range in complexity from simple log archival and parsing to application debugging and performance analysis.

Working in a fast-paced environment that requires uncompromising attention to detail and ownership of issues and their solutions has provided me with a unique opportunity to hone my analytical and development skills.

Production Coordinator *at* Nielsen Mobile
November 2007 to December 2008

My responsibility with Nielsen Mobile was primarily to ensure that extremely large data sets were accurately turned into reportable metrics for our clients. This involved direct database interaction across several large tables on a regular basis, eventually culminating in the creation of scripted utilities to assist myself and other team members.

Moving from manual to partially-automated and scripted processes allowed us to increase our operational efficiency and the quality of our end product to levels previously unattainable.

Freelance Developer *at* Solidare Design
2005 to Present

Being able to work with a wide variety of clients that all have wildly different needs has been a great boon for finding opportunities to challenge myself and expand my working skill set. From week to week my goals had to change to match client expectations, giving me a great deal of experience in deciphering user requirements and ensuring that the delivered product matched those requirements in as few iterations as possible.

With constantly changing development goals I was regularly exposed to many new technologies, idioms, and methodologies which has played a large part in one of my personal goals: effectively leveraging new technology and practices wherever possible.

Programming
Go
Java
JavaScript (web/node)
(No)SQL
.NET (C#, F#, VB)
PHP
Python

Operating Systems
Microsoft Windows
Linux
Android

Strong Skill Areas
Web Development
Distributed Systems
Desktop Applications
SOA/Microservices
Virtualization
System Administration
Technical Documentation

Personal Skills
Highly Motivated
Enjoys Learning
Strong Leader
Goal-oriented
Problem Solver
Excellent Communication

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Professional Accomplishments

Solutions Architect *at* Genworth Financial

- Created a central dashboard utilized by multiple departments as primary workbench
  - Performs regular automated maintenance on several in-house enterprise applications. Task framework allows new tasks to be deployed and existing ones to be updated from the application.
  - Allows for asynchronous communication of 24x7 teams with detailed conversations and resource tracking.
  - Full documentation system including revision management, categorization, and ability to link documents directly in other components of system.
  - Maintains an automated 'to-do' list of tasks for analysts to complete, allowing mission-critical activities to be scheduled and not missed.
  - Framework for remote system monitoring and alerting that has allowed the team to become more proactive in responding to issues, not relying on feedback from end users before problems are identified.
  - Leverages the internal SSO system for user authentication and management, adding overhead within the application only for ACLs.
  - Maintains detailed audit log (automated and manual) allowing for a high level of transparency and accountability for all users and components.
- Brought multi-system monitoring and break-fix responsibilities from many individual teams into the scope of a single application support team, increasing awareness of inter-system dependencies and drastically lowering response times to outages on production-critical system.
- Advanced first-response team's capabilities to the point that a new team was created under my leadership, tasked with more in-depth analysis and support of several enterprise applications without the need to escalate undocumented problems to a higher team.
- Provided consultation to members of both teams, ranging from system administration issues to development areas.
- Maintained team's operating standards, procedures, and processes for new tasks from inception to implementation.
- Assisted with configuration, deployment and maintenance of applications running in a middleware environment utilizing WebSphere 6-7 and JBoss 4-6.
- Wrote and maintained numerous ad-hoc supplemental applications outside of the central 'dashboard' system. Ranging in complexity from bash scripts to clean/archive/alert on system-level issues to more advanced Java applications designed to perform special tasks.

Production Coordinator *at* Nielsen Mobile

- Manually filtered large data sets into customer-facing reports monthly.
- Provided quality control for automated monthly jobs, ensuring collected data and formatting matched requirements.
- Performed maintenance on large SQL database servers ranging from periodic cleanup to ad-hoc aggregation and query generation.
- Created web-based utilities to assist in lowering the manual overhead of data set filtering.
- Handled scheduling and testing for manual remote market signal tests.