

STEPHEN HEISE

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PROFILE

Senior software developer with a Bachelor of Computing and Mathematical Science, eleven years of commercial software development, seven years of Microsoft .NET experience and five years of ASP.NET web development experience. More importantly, absolutely passionate about software development.

Committed to producing high quality, reliable and maintainable software. Proven relationship development skills with an ability to process technical information and communicate with ease both in writing and verbally. Experienced in all aspects of the software development life cycle. Logical and methodical approach to problem solving and a very clear understanding of the difference between *software engineering* and *code hacking*.

STRENGTHS AND SKILLS

- **Software Development Life Cycle (SDLC)** - Experienced in all aspects of the SDLC. A solid understanding of both the theory from University and proven practical experience.
- **Versatile** - Proven user of a number of different programming languages with a strong ability to learn to use new software, programming languages and technologies very quickly. Skills in:
 - .NET Framework 2.0 – 4.0, ASP.NET WebForms 2.0 – 4.0, ASP.NET MVC 2 – 4, .NET WinForms
 - C#, HTML, CSS, jQuery and JavaScript, SQL / T-SQL, PowerShell, Groovy
 - CVS, Subversion, Entity Framework, LINQ To SQL, SubSonic, Log4Net, SoapUI, SSRS
- **Team work** - Work effectively both within a team and independently without supervision. Possess strong people skills and have plenty of experience working with a variety of individuals from different backgrounds and varying technical abilities.
- **Project Management** - Well developed project and time management skills with established understanding of object orientated programming concepts.
- **Software** - Very familiar with using Microsoft Office products, Windows and several open source programs including OpenOffice, The GIMP, Firefox, Apache, Notepad++ and MySQL. I have contributed a New Zealand English Dictionary add-on to Firefox.

QUALIFICATIONS AND PROFESSIONAL DEVELOPMENT

(Ongoing)	.NET User Group meetings, Agile Professionals Network meetings, .NET Rocks podcasts, Hanselminutes podcasts, MSDN magazine, numerous blogs and books.	
August 2012	WDCNZ (1 day conference)	
February 2012	Webstock 2012 (1 day conference)	
August 2011	Code Camp 2011 - MS Communities (1 day conference and workshops)	
July 2011	WDCNZ (1 day conference)	
February 2010	Webstock 2010 (1 day conference + 1 day of workshops)	
July 2008	TeamSite Developer Series(4 day course)	Interwoven
March 2008	ITIL Foundation Training (3 day course, plus exam)	ITIL
November 2007	Christchurch City Council - Business Systems Analysis (4 day course)	Soft ED
February 2006	Programming with the Microsoft .NET Framework (5 day course)	ACE Training
1998 – 2001	Bachelor of Computing and Mathematical Science (BCMS)	The University of Waikato

RELEVANT EMPLOYMENT HISTORY

January 2012 to May 2013

Senior Software Developer

Telecom NZ (Wellington)

I was part of the Workgroup Solutions Team, which is Telecom's internally focused Microsoft development team. The team is responsible for building and supporting ASP.NET Web Form applications, SQL Server Reporting Services, SQL Server database back-end applications and VBA macro interfaces to other major internal systems. My primary focus was on ASP.NET Web Form applications.

- **Migrated a critical MS Access application to a web application.** As the support services that use EQIP were being moved offshore, a solution was required that could be accessed globally, but managed locally. The solution was to migrate the functionality from the MS Access application to an existing ASP.NET 4.0 application with a MS SQL Server back end.
- **Created a complex report using unfamiliar technology with a tight time-frame.** Used SQL Server Reporting Services (SSRS) 2008 R2 to create a complex new report for TriBold. Having previously had no SSRS experience, this required getting up to speed quickly and using support from within the team to deliver the functionality to the customer within a tight time-frame.
- **Led an initiative to clearly define and document our release procedures.** This involved gathering input from numerous stake-holders, including other developers, our team leader and manager, the test team, database administrators, change management and release management. This is currently an ongoing process.

October 2009 to January 2012

Senior Software Developer

New Zealand Customs Service (Wellington)

The New Zealand Customs Service is the oldest government department, responsible for protecting New Zealand's borders and collecting Customs duties, excise taxes and GST on imports. I initially worked in the SmartGate team, which is responsible for maintaining and enhancing the SmartGate automated border processing system. Later, I moved to a new team and was the sole developer within that team working on the Border Control System for the Cook Islands..

- **Reduced the number of database calls from an average of 500 database calls per passenger to less than 40.** I achieved this reduction by identifying and eliminating unnecessary database calls, caching certain data in the web server and grouping together some database calls into one transaction. Customer experience was also enhanced by making several of the slow database transactions asynchronous.
- **Significantly improved the debugging capability of the Smart Gate Team.** I achieved this by creating a log parser to easily select relevant information out of the log files. I improved the logging in the application by adding the traveller id, transaction id, calling class and method to every log message. I created a scheduled task to automatically look for unhandled exceptions and automatically email the details to the team every day.
- **Identified and fixed numerous bugs in the system.** I achieved this by examining data contained in the database and logs.
- **Created custom reports to retrieve specific data.** I did this by creating and running SQL queries for ad-hoc data requests and adding reports to the Traveller Viewer for regular data requests. Requests mostly came from by a business stakeholder (Manager of Customer Facilitation) with little technical knowledge.
- **Greatly extended an automated test tool (SoapUI).** This involved becoming competent in a new development tool and scripting language (Groovy). The large range of test cases I created ensured that future changes will not break existing functionality.
- **Greatly enhanced the Traveller Viewer.** This is a diagnosis tool that allows the viewing of traveller records. I added more searching capability, displayed extra useful information, fixed numerous bugs and made many tricky performance enhancements. This has transformed the Traveller Viewer from a simple diagnoses tool to an essential piece of software for the business.

October 2007 to October 2009

Senior Software Developer

Christchurch City Council

Christchurch City Council is the local government organisation for Christchurch employing 2400 staff across 57 locations around the city. My role started as a one year fix term contract which was extended to three years. As a member of the Fast Track Team, I was primarily responsible for maintaining and enhancing the council's numerous in-house developed software systems.

- **Completed a major bugfix release (solo project) that reduced service calls to the help desk and customer frustrations.** This involved diagnosing and fixing numerous bugs in one of the councils key applications.
- **Worked directly with customers.** Instigated requirements gathering meetings. Created regular progress reports for customers to manage expectations. Organised several mid-development demonstrations of key functionality to ensure a common understanding of requirements.
- **Developed high quality code.** I implemented a number of enhancements to existing software and worked on several new software systems.
- **Assisted in the leadership of the Fast Track Team.** I provided mentoring, problem solving and support to the other members of the team.
- **Developed the work flow procedures and responsibilities for the Fast Track Team.** I created a policy that ensured that when a service request relating to a bug was resolved, a corresponding change request to fix the bug was also created, enabling a definitive bug list to be created for the next software release.
- **Created service level targets for the Fast Track Team.** I refined a number of aspects of the Fast Track Team's service request resolution process and policy to ensure consistent response times to customers.

January 2002 to April 2007

Software Developer

Datacom Systems Limited (Hamilton)

Datacom is the largest New Zealand-owned IT company and has nearly 3000 staff, with offices throughout Australasia and Asia. Commenced as a graduate software developer and was part of the PowerBuilder team, which develops information management systems for a group of five regional councils using Sybase's PowerBuilder (a technology somewhat similar to JADE).

- **Assisted in the migration from PowerBuilder to the Microsoft .NET framework (C#).** I developed .NET libraries that utilised existing PowerBuilder components and functionality.
- **Worked with a variety of external clients.** I spent 10 months sub-contracted to Fonterra assisting with the testing and development of a large Oracle Forms application.
- **Developed high quality code to fix bugs, implement enhancements to existing software and create new software systems.**
- **Performed quality assurance checks on other team member's work.** This involving code review, unit testing and system testing.

IRRELEVANT EMPLOYMENT HISTORY

September 2011 to April 2012

Tall-Scale Extra

3 Foot 7 (Miramar, Wellington)

Spent approximately 20 days at Stone Street Studios in Miramar working as a tall-scale extra for Peter Jackson's Hobbit films. I am visible in the first trailer and in three places in the final cut of "The Hobbit: An Unexpected Journey" – all *very* briefly.

HOBBIES AND INTERESTS

- Motorsport. I own a 1992 Ford Falcon that I race in many events run by car clubs. See www.tallguyracing.com for more information.
- Running, weight training, cycling, indoor rock climbing and geocaching. I have completed many half-marathons over the years and one full marathon.
- Fractal art. See www.tallguyracing.com/art for more information.
- Music. I enjoy listening to wide variety of music and have played the electric guitar for many years.

REFEREES

Referees are available on request. Please also see my LinkedIn profile at nz.linkedin.com/in/heise.