Eddie Lichtman

SOFTWARE ENGINEER

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Languages & Frameworks

- C#
- MSBuild
- MS-SQL
- TypeScript
- JavaScript
- Python
- Powershell
- Angular
- JQuery
- ASP.NET (Framework)
- .NET (Core, Standard)
- Flask
- Specflow
- Pester
- Moq

Subject Knowledge

- Web Applications
- Legacy Conversion
- NuGet Package Management
- API & Microservices
- Full-Stack
- 508/ADA (A11Y)
- Internationalization (I18N)
- Authentication/Authorization

Specialized Skills

- SAML 2.0/IdP
- Automation
- Test-Driven Design (TDD)
- Selenium

Profile

Senior-Level Software Engineer with 7+ years of problem-solving development experience. Driven to improve the Development experience and motivated by succinctness and automation. Strives to act as a force multiplier for other developers. Believes in "Software as an Art" but understands there is a level of required pragmatism. A life-long learner who takes great pleasure in working on personal projects, mentoring, and collaborating with others.

Employment History

Senior Software Engineer at NICE Systems, Inc, Atlanta (Team Deploy)

OCTOBER 2022

- ACHIEVED INSTANTANEOUS FEEDBACK FOR PRODUCT IDEAS AND SUPPORT by building an automated CI Pipeline for new EnlightenXO Prototype.
- CONSOLIDATED TWO NEW MAJOR OFFERINGS: EnlightenXO and AutoFlow, for a seamless experience turning an interaction into an intelligent AI bot.
- ENSURED SUCCESS OF LARGE CLIENT MERGER by optimizing legacy applications to ensure the software efficiently operates with 35,000 users.
- INCREASED SECURITY FOR SHARED WORKSPACES by enabling SSO logout mechanism.
- AUTOMATED INTEGRATION ACROSS ALL VERSIONS of product for effortless localization improvements.
- SIMPLIFIED AND ENHANCED THE USER EXPERIENCE and greatly reduced code debt by consolidating navigation across multiple product offerings.
- IMPROVED VISIBILITY OF UPGRADE WINDOW to prevent escalations due to misconfiguration, by incorporating a sitewide 'Maintenance Mode' banner.
- DROVE MODERNIZATION AND INNOVATION to our legacy applications by incorporating Angular Elements into our Webforms Pages.
- REDUCED COSTS OF HIGH-MEMORY ETL by driving the SRP-oriented Microservices Initiative, to easily create and deploy modular programs.
- IMPROVED DISTRIBUTION OF RESPONSIBILITIES by reforming our legacy monolithic build infrastructure into a distributed model of dotnet tools and package libraries.

Software Engineer at NICE Systems, Inc, Atlanta (Team Koala)

JUNE 2019

- DEVELOPED ENTERPRISE SOFTWARE used by many of Forbes 100 companies and tracked changes over multiple distributed versions.
- REDUCED ESCALATIONS by introducing cache-busting techniques.
- ENABLED EXPEDIENT AND EFFECTIVE DEVELOPMENT by consolidating separate products (NIA and QC) using shared libraries.
- BETTER REPORTING CAPABILITIES by integrating an updated version of reporting software on the same domain via a Reverse Proxy.
- LOCALIZED HELP DOCUMENTATION by planning and implementing a new WebHelp solution.
- SEAMLESS DEVELOPMENT INTEGRATION with InterACT mock tool, for easier product integration with AI-powered Recording and QM platform.
- REDUCED ESCALATIONS DURING DEPLOYMENT ROLL-OUTS by improving the accuracy and clarity of PoC data.
- COMPLETED MULTIPLE PLANNED FEATURES INITIATIVES while acting as interim Team Lead.
- STRONGER TEST COVERAGE by introducing QA Automation Test Review

meetings like code reviews, for collaborating with QA resources.

- INTEGRATED REAL-TIME ENLIGHTEN METRIC VISIBILITY through means of the Agent Observer Product.
- INCREASED RESILIENCE OF PRODUCT by demonstrating how we could stop using a linked server and instead use a MessageBus implementation.
- ENHANCED LISTENING EXPERIENCE by using client-side Audio Waveform Generator to show peaks and valleys in a remote-system audio file.
- INCREASED VISIBILITY OF KEY METRICS by integrating the Enlighten Application into the Quality Central (QC) Dashboards.
- EXPANDED ENLIGHTEN OFFERINGS to allow up to 20 metrics, and 20 correlated index scores by re-architecting the storage and retrieval in a comprehensive way.
- EXPANDED API OFFERINGS with multiple secure forms of authentication.
- AGGRESSIVELY SCALED AI QUERY COVERAGE by enhancing maximum potential from N (configured per customer) total queries to N per session.

Software Engineer at Hal Leonard, Milwaukee
FEBRUARY 2018 — JUNE 2019

- GREATLY REDUCED CODE REDUNDANCY AND associated bugs by creating and publishing 4 fully-tested internal SDKs.
- REDUCED TIME SPENT ON MANUAL processes and increased management confidence by automating the development life cycle for 7 applications with 5 different environments each.
- INCREASED END-CONSUMER TRAFFIC AND UNIFIED advertisement costs by consolidating two sibling websites, with over a half a million user combined database.
- EXPANDED PAYMENT OPTIONS FOR PURCHASE and automated returns by integrating with the PAYPAL REST API and upgrading legacy SOAP API.
- EXPEDITED DEVELOPMENT PROCESS BY DEVELOPING a fluent, performant, in-house Micro-ORM that focused primarily on utilizing Stored Procedures.

IT Consultant at Robert Half, Milwaukee
JUNE 2017 — FEBRUARY 2018

- IMPROVED SCALABILITY AND EASE OF deploy of client E-Commerce application by developing a Payments Micro-service.
- EXPANDED PRODUCT OPTIONS, SITE USAGE and revenue by integrating a 3rd-party Subscription Management Platform API.
- INCREASED PRODUCTIVITY AND REDUCED FREQUENCY of dependency-based runtime configuration errors by integrating NuGet, an open-source package management and distribution service.
- MORE ACCURATE REWRITES AND REDIRECTS by consolidating 230+ ISAPI filters into ~70 RegEx rewrite rules with Integration tests.

Software Developer at Achieve Agency
NOVEMBER 2015 — APRIL 2017

- DEVELOPED AN INTERNAL API MICRO-SERVICES for their Responsive 5.7 platform, and their first Public API as an additional product offering to clients.
- CUSTOMIZED RACEPARTNER EVENT REGISTRATION SOFTWARE for clients like Green Bay Packers, Red Sox Foundation, Corrigan Sports Enterprises and many others.
- REDUCED THE TIME OF IMPLEMENTATION of their sites by 87% by

discerning script-able actions and developing scripts that reduced site configuration from 3 days to half a day.

Education

B.A. Music & Computer Science, University of Miami, Miami

Projects

Building uniform and Succinct Package Libraries using out-of-the-box tooling – Technical Presentation

Building Libraries for your organization can help reduce some of the code debt. However, how much configuration debt do you acquire, the more libraries you produce? Tapping into Microsoft Build Process, you can abstract away static properties, analyze your code quality, and enforce folder structure so that your CsProj Files only consist of configuration that's specific and unique. By creating DotNet templates, you can further ensure uniformity, to lessen the time of a development cycle, and by incorporating DotNet tools, you can create a build pipeline that's idempotent, no matter what CI/CD pipeline you use!

Resumé

Built and deployed a simple, scalable, dynamic Resumé website in Angular and deployed using Netlify. Hooked it up to owned domain lichtman.solutions using google domains and Netlify.

dba-approved

A proof of concept minimally used to demonstrate using Fluent Naming to run stored procedures in a much more friendly, human-readable format. A Micro-ORM, but with custom logic focused on running stored procedures.

QuickModuleCLI

Developed a PowerShell Module that, using a few easy commands, could effortlessly package powershell functions that could be spread around to the team. Such notable functions I use on a day-to-day basis are: definition (which returns the definition of a command), and Watch-Logs (which opens up a watch in a new window of any requested parameterized logs).

ChargifyDotNet (Open-Source Contributor)

Contributed pull requests for bug fixes and feature enhancements to ChargifyDotNet, a comprehensive C# API wrapper library for accessing chargify.com, using XML or JSON to read/write.

Effects of Environmental Vibrations on Blood Pressure

Designed the end-to-end architecture and implemented template code for a partner's physical computing project, resulting in a published paper. This was programmed in Python (using Sqlite for data storage) for a Raspberry Pi, utilized Unix system operations such as Crontab, and the data import and aggregation tool was built with .NET Core and then an improved desktop version in UWP.