

Karl Hill

SENIOR FULL STACK SOFTWARE ENGINEER

Summary

Senior technology leader with over 20 years of experience spearheading, developing, and deploying Agile solutions. Exhibits proficiency in client engagement, comprehending requirements, and delivering solutions. Proficient in full-stack engineering, working across diverse industries. Known for strategic planning, team leadership, and a commitment to staying abreast of the latest trends and technologies.

Professional Experience

Sr. Software Engineer, Science Systems and Applications, Inc (SSAI), Lanham, MD

DECEMBER 2017 – PRESENT

- Redeveloped earthobservatory.nasa.gov, a high-traffic public website with ~1.5 million monthly visits, optimizing performance, usability, and SEO.
- Upgraded and redesigned NASA Earth Observatory's Laravel-based internal administration systems, increasing functionality by 100% and reliability by 50%.
- Architected a comprehensive automated content registry system, managing digital content types and improving data collection for NASA by 60%.
- Engineered and deployed cloud-based solutions, augmenting application scalability and performance metrics by 40% within a six month period.
- Guided federal software teams through Scrum ceremonies and agile best practices, enhancing team productivity and accelerating project delivery.
- Collaborated with teams to ensure the seamless integration of new features.

Sr. Software Engineer, InformedDNA, St. Petersburg, FL

JANUARY 2016 – DECEMBER 2017

- Architected a Laravel-based case management application for healthcare professionals, including UI/UX design, saving \$30K in extra expenses.
- Engineered advanced CRM enhancements using innovative technologies, improving customer service and contributing 15% to revenue growth.
- Introduced custom APIs, eliminating 3 DB instances and optimizing DB usage.
- Managed system upgrades and maintenance, bolstering security and system availability, resulting in a twofold decrease in security incidents.

Sr. Software Engineer, Ticomix, Inc., Washington, D.C.

JUNE 2012 – MARCH 2015

- Crafted SugarCRM applications for 20+ clients (VDOT, Redskins, Kastle), leading to an increase in efficiency and productivity across sales departments.
- Reduced defect backlog from hundreds to 25 at product launch, enhancing product quality and customer satisfaction for a premier client.
- Created an application to assist companies in identifying business opportunities.
- Collaborated in a 10-person distributed team, demonstrating strong remote collaboration capabilities, essential for driving product development.

Software Engineer, Sabre Corporation, Bethesda, MD

JULY 2010 – JUNE 2012

- Built and optimized PHP applications for 5 top global travel clients, improving customer satisfaction and overall user experience.
- Translated client needs into detailed technical specifications, guiding the development of customized solutions aligned with client objectives.

Details

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Links

<https://www.linkedin.com/in/khill/>

<https://karlhill.com>

<https://github.com/karlhillx>

Skills

Agile Methodologies

Team Leadership

SDLC Processes & Execution

Object-Oriented Design

Test-Driven Development

Technical Troubleshooting

Cloud-Native Solutions

UX / UI Development

Stakeholder Engagement

Cross-Functional Collaboration

- Mentored junior developers, fostering an environment of continuous growth and skill enhancement.

Principal Software Engineer, Dante Inc., Arlington, VA

MAY 2007 – JUNE 2010

- Developed Java solutions using open-source technologies for high-profile clients, such as Comcast and Mastercard, maximizing efficiency by 40%.
- Played a pivotal role in a Scrum team, driving the development and delivery of key features and conducting thorough tests and achieving optimal performance.
- Routinely executed comprehensive unit and acceptance testing utilizing Selenium to ensure near-flawless software performance and reliability.

Sr. Software Engineer, Visitar, Inc., Reston, VA

JANUARY 2006 – FEBRUARY 2007

- Collaborated on a Java-based telephony application with Asterisk integration, enhancing SugarCRM with features such as ACD, call routing, web-based IVR, and voicemail, resulting in an improved customer service experience.
- Built a CRM telephony component using Flash/ActionScript, optimizing call management and handling over 1000 daily customer interactions.
- Rapidly identified and resolved technical issues, maintaining smooth operations and achieving a 99% reduction in system downtime.

Software Developer, Verizon Business, Herndon, VA

NOVEMBER 1999 – MARCH 2005

- Instrumental in building NetSec's managed security-services platform, Finium, leading to a tenfold increase in client engagements, a prestigious presentation at Gartner, and MCI/Verizon's posthumous acquisition of NetSec for \$105m.
- Key contributor to a 7+ person Java agile team, transitioning from initial XP and waterfall methodologies to Scrum, leading to increased quality.
- Boosted client on-boarding efficiency by 75% by developing Finium's internal administration systems using PHP and Java.

Education

Bachelor of Science, Computer Science coursework, Univ. of Maryland

Associate of Arts, General Studies, Howard Community College

Certifications

Certified ScrumMaster (CSM), Scrum Alliance

Project Management, Rutgers University

Technical Skills

Languages: PHP, Java, Perl, Python, SQL, JavaScript, HTML/CSS, Bash

Frameworks: Laravel, Tailwind, Bootstrap, Livewire, PHPUnit

Platforms: WordPress, Drupal, Amazon Web Services (AWS), Docker, LAMP

Tools: PHPStorm, Git, GitLab CI/CD, NPM, Composer, Vite, Apache, Nginx, Jira

Storage: MySQL, Oracle, SQL Server, PostgreSQL, JSON, Elasticsearch

Libraries/APIs: jQuery, REST APIs, Node.js