

# Tyler Richey

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## Software Engineering Manager

Software Engineering leader with 10+ years owning end-to-end release management, CI/CD pipelines, and production support for multi-tier .NET and SQL Server applications. Proven track record optimizing SDLC governance and automating deployments—cutting mean time to resolution and boosting uptime. Adept at guiding cross-functional remote teams, championing API-first designs, and driving customer-centric, low-code initiatives.

### WORK EXPERIENCE

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#### Freelance

01/2021 - Present

#### Software Engineer & Consultant

Specializing in .NET solutions for Accounts Receivable Management industry

- Architected and engineered a hybrid cloud customer portal that improved monthly payment processing by over \$200K, utilizing SQL Server and Google Cloud for real-time transactions within 6 months.
- Delivered white-label portal implementations for major enterprise clients including Hertz and affiliated brands, enabling secure customer data management and payment collection across general debt and branded vertical markets.
- Engineered full-stack solutions across the .NET ecosystem (Framework 3.5 through .NET 10) and SDLC, including extensive customization of legacy ASP.NET/Angular applications with real-time API synchronization, custom administrative panels, and event-driven architecture.
- Served diverse international clientele spanning small businesses to enterprise organizations, delivering end-to-end solutions as sole developer while maintaining on-time delivery and production stability.
- Constantly managing multiple ongoing projects while keeping stakeholders informed and meeting deadlines.

#### Genesys

10/2011 - 10/2020

#### Software Engineer, Team Lead

I was a member of the ARM (Accounts Receivable Management) division, which develops the 'Latitude' and 'Collector' software, two products for first and third party creditors to manage and collect past due accounts.

- Worked directly with external and internal customers in all capacities to meet their business needs, from design, to implementation, to troubleshooting.
- Produced technical documentation, how-to guides, deep-dive training screencasts and led training courses and workshops for team members, employees, partners and customers.
- Involved with staffing; from reviewing resumes, to interviewing. Mentored and coached new developers through hands-on training and code reviews, fostering a collaborative environment that improved team performance.
- Led a team to create a standardized file format for customer conversions, reducing Time to Value by 8 months and decreasing defects by 65% within 6 months.

### SKILLS

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C# .NET (All Flavors), SQL Server, Node, Vue, React, Angular, Docker, AWS, Azure, GCP, CI/CD, DevOps, Automated Testing, Customer-centric, Troubleshooting, Communication

### EDUCATION

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#### Bachelor of Science Information Technology

Florida State University  
01/2008 - 01/2010