

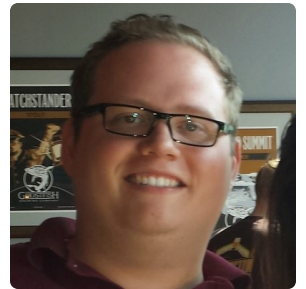
Tyler Richey

Software Engineer, Team Lead

Seattle, WA

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I am a quick thinking, adaptable, problem-solving software engineer and leader, with an extensive set of technical skills. I am looking to solve interesting problems with a great group of individuals.

NOTABLE ACHIEVEMENTS

- Managed & developed 20+ platform integrations with outside vendors.
- Managed the team that developed a common file format for customer conversions that helped reduce TTV (Time to Value) by 8+ months with 65% fewer defects than custom conversions.
- Developed a custom solution for managing legal letter requests via web based portal to expedite litigation with DocuSign integration using .NET API, SQL Server and AngularJS.
- Developed multiple system-of-record bridge ETL solutions in SSIS processing millions of records a day in small maintenance windows.
- Developed an extensive integration with a middleware provider for a customer under strict time constraints that saved their business as they were now able to keep their largest customer.

WORK EXPERIENCE

Software Engineer, Team Lead at Genesys **October 2011- October 2020**

<https://www.genesys.com/>

I currently do engineering work on the PureConnect product in C++, but the majority of my time has been as 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.

- Managed and worked extensively with the Professional Services development team to design and implement custom solutions for over three years.
- Worked with peers and subordinates to help them understand product architecture, business requirements and how to implement a solution.
- Worked directly with external and internal customers in all capacities, from design, to implementation, to troubleshooting.
- Presented advanced workshops and training courses for external customers.
- Produced deep-dive technical training screen casts for employees and partners.
- Regularly involved in the interview and hiring process of new developers.

SKILLS

Extensive

C# .NET (All Flavors) SQL Server RESTful APIs Design
Troubleshooting Communication

Experience With

C++ PCI Go CI/CD Docker AWS Azure Angular
React TypeScript

EDUCATION

Bachelor of Science Information Technology at Florida State University

2008 - 2010