KENNETH PACHECO

Software Engineering Manager

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SUMMARY

Enthusiastic and creative IT Leader with 10+ years of experience in software development, design, and architecture. Passionate about creating a seamless and personalized user experience with an unrelenting curiosity and knack for inventive problem-solving. Delivers excellence punctually and within budget with an ultimate goal to demystify technology, making it accessible to all.

EXPERIENCE

Software Engineering Manager
Neighborly

Irving, TX
03/2024 - Present

- Managed projects, workflow, and development roadmap to keep the development team organized, efficient, and optimally running.
- Provided vision, design and oversight, and created and implemented architectural strategy, aligned resources within cross-functional teams to build high-quality products and services.
- Guided four teams in best practice for agile development including estimating stories, grooming backlog, and breaking down epics.
- Worked with product owners and business stakeholders to define feature requirements and set priorities.
- Mentored team individuals to ensure they have the necessary skills to perform their jobs and develop their careers.
- Performed staff administration duties for four development teams such as performance reviews, job descriptions, budget management and helped in the recruiting and hiring process.
- Eliminated impediments to allow the development team to focus on their tasks.
- Successfully communicated and worked with brand presidents, officers, external contacts, and internal departments to perform responsibilities.
- **Technologies used: C#, .NET Core, Kubernetes, AWS Services, SQL, SSMS, React, APIs, Agile, Scrum, Bedrock, Gen AI, React, Project Management Tools**

LEAD DEVELOPER AND MANAGER
Apple Roofing

Plano, TX
11/2022 - 02/2024

- Increased stakeholder engagement communicating technical concepts to stakeholders, managing expectations and ensuring alignment with business goals.
- Orchestrated the seamless integration of third-party vendors, including industry-leading solutions like CompanyCam, DocuSign, and Xactimate using agile methodologies to keep projects on time.
- Recruited, hired, mentored, and coached Software Development Engineers at different levels of experience.
- Managed nearshore and offshore teams of 5 contractors and one team of 3 employees in the design, development, implementation, optimization, maintenance, continuous integration, and troubleshooting of software programs and applications throughout the SDLC.
- Fostered innovative end-to-end implementations of a sales CRM, Bluetooth building access, virtual lobby assistant and HR digital signage projects, saving the company over $50K.
- Supervised the seamless network installation process and established a productive collaboration with third-party support teams to guarantee optimal network performance and reliability with zero network downtime.
- On-boarded and Off-boarded personnel and maintained IT asset assignments valued over $300K, saving operating costs of over $100K in helpdesk personnel.
- **Technologies used: Dynamics 365 Sales, Dynamics 365 Business Central, Azure, .NET, JavaScript, Webservices, APIs, Python, XML, SQL, CSS, Agile, Scrum, BDD, Project Management, Product Management, IoT**

SENIOR IT DEVELOPER
Premier Trailer Leasing, LLC

Plano, TX
08/2019 - 11/2022

- Led the development of a Mobile CRM web application tailored for internal sales customers.
- Designed, created, and maintained C# ASP.NET CRM functionality and integrated to streamline internal customer operations.
- Developed a secure Restful Data Proxy API facilitating database interactions for the PWA Application through Azure Single Sign-On (SSO).
- Championed the development of user-friendly solutions, including an Angular PWA mobile application tailored for executives traveling to branches saving executives over $30k in time.
- Designed and implemented a dynamic interactive corporate seating chart, enhancing the onboarding experience.
- **Technologies used: C#, ASP.NET, JavaScript, MVC, KendoUI, Telerik UI, Webservices, Angular, SQL, CSS, Agile, Scrum, BDD, UI/UX, Front-end, Project Management, Product Management**

EXPERIENCE

SOFTWARE DEVELOPER
Globe Life

McKinney, TX
12/2016 - 07/2019

- Initiated several vital projects for the Marketing Department, including the development of Test Recipe Software, Control Center Software, Test Matrix Software, and Scoring Application.
- Created, installed, and customized C# software packages, ensuring alignment with project goals and client requirements.
- Played a pivotal role in database management, creating and updating stored procedures to manipulate DB2 relational database tables.
- Designed and implemented a new Test Recipe application, enhancing communication with DB2 relational databases using Entity Framework and promoting a more user-friendly experience.
- **Technologies used: WPF, C#, .NET, JavaScript, ASP.NET MVC, MVVM, Entity Framework, Webservices, SQL, CSS, Agile, Kanban, BDD**

SOFTWARE DEVELOPER
Consultant

Flower Mound, TX
09/2016 - 11/2016

- Pioneered the development and maintenance of online ordering software using a tech stack encompassing VB, C# and SQL.
- Proactively initiated the transformation of legacy VB code into more modern C# implementations, significantly reducing technical debt by 50%.
- Worked closely with design teams to optimize the user interface and user experience of member-facing applications, aligning the software with the expectations of end-users and ensuring user satisfaction.
- **Technologies used: VB, C#, ASP.NET MVC, JavaScript, MVVM, SQL, CSS, Waterfall**

SOFTWARE DEVELOPER III
USAA

Plano, TX
06/2014 - 08/2016

- Expertly installed, customized, integrated Java and C# software packages and updated SQL stored procedures within an Agile/Scrum team environment, ensuring efficient development and delivery.
- Resolved intricate technical design issues to maintain consistency across various devices.
- Collaborated closely with designers to optimize the user interface and user experience for both internal and external member-facing applications.
- Led a military affinity group, sharing military expertise and insights with fellow employees, promoting camaraderie and a deeper understanding of military experiences.
- **Technologies Used: Java, C#, .NET, JavaScript, MVC, SQL, CSS, Wicket, WCM, TDD, NUnit, Unit Testing, Agile, SAFe, SOAP**

EDUCATION

BACHELOR OF ARTS AND TECHNOLOGY
The University of Texas at Dallas

05/2014

SKILLS

Soft Skills:
Multitasking, Project Management, People Management, Strategic Planning, Teamwork, Time Management, Collaboration, Technical Leadership, Vendor Management, Innovation, Budgeting, Requirements Gathering

Technical Skills:
Agile Development, Agile Methodology, Web Services, API, JSON, Azure DevOps, Jira, TypeScript, Team Foundation Server, WCF, .NET, ASP.NET, Windows, IIS, Apache, Code Review, Resource Management, MVC Framework, MVVM, Rest, Microsoft SQL Server, Kendo UI, Bootstrap, Unit Test, CI/CD, Continuous Integration, Continuous Delivery, Debugging, TFS, Git, Web Programming, APIs, Quality Assurance, Automated Testing

Languages: C#, SQL, JavaScript, Java, Python, Angular, XML, CSS, JQuery, HTML5