KIRK H. SHALLCROSS

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SUMMARY

Information Technology professional with over 20 years of experience in management, design and development of information systems and commercial web sites. Hands-on leadership experience in product development and network operations. Broad experience includes:

- Software and Web Engineer with over 20 years of experience in software business analysis, design and development.
- Network and Infrastructure Engineer with over 10 years experience designing and managing departmental data centers and server domains.
- Software technical strength lies in Visual Basic, .NET, Java, C#, PHP, ODBC, JDBC, ASP.Net, Appery.IO, Python, Puppet, Behat and PHPUnit Testing, Eclipse, Xcode, Visual Studio IDE's, GIT, GITLab, SVN VC, Web APIs, SOAP, REST, JSON, AJAX, EXT JS, JQuery, JScript, HTML/XHTML, XML, CSS, RSS with Oracle, MS SQL, MySQL, DB2 and Sybase back-end databases. Acquia, CodeIgniter, Drupal 5, 6, 7, 8, 9, 10 and WordPress CMS, Salesforce, MS Dynamics and Sugar CRM's, Hubspot inbound lead generation management.
- Network and Infrastructure technical strengths lies in Mac OSX, LAMP/MAMP/WIMP, Windows Office Suite, Windows XP, 7, 8, 10 Professional, Windows Server, Terminal Server and Citrix Servers, Active Directory, Security and Authentication (LDAP, SAML, SSO, OAuth2, SecureAuth, SSL), CISCO, TCP/IP, DNS, WINS and DHCP. Cloud Computing: AWS EC2, S3, RDS, Acquia Cloud, MS Azure, OpenNebula, OpenStack, CI/CD AKS, Docker, Varnish, CI/CD, AKS, Docker, Wrangler.
- Versatile team player with ability to communicate effectively at all levels of Software, Network and Infrastructure development, operations, quality assurance and customer support processes.

PROFESSIONAL EXPERIENCE AND SELECTED ACCOMPLISHMENTS

SHALLCROSS CONSULTING, Wheaton, IL   2012-Present
Interactive Services Consulting
Principal Consultant/Sub-Contractor Developer

- Charles Schwab & Co, Inc. CET Digital Technology thru Judge Technical Services, Inc. – Drupal 9 development and support of 36 Schwab publishing platform web sites for the Financial sector. Custom support of ERDM(Enterprise Regulatory Disclosure Management) Full page disclosures application using REST API interfaces to Naehas ERDM systems. Technologies: Acquia Cloud hosting platforms. Naehas ERDM, WSL, LAMP, MySQL, PHP 8.x, Atlassian JIRA, Confluence, Bitbucket GIT, JQuery, Jscript, Custom module development, Front and Backend development. HTML, CSS, XML, JSON API, Jenkins & Drupal Sonar CI/CD, and Docker Desktop thru MS Visual Code, Build, Release, Deploy, MS Teams, PHPStorm, HeidiSQL, MySQL Workbench, Mockoon API, MS Teams. Responsible for Drupal refactor, unit test and upgrades from 9.5 to 10 using Drupal-check. Visual Studio and Code IDE, Docker Desktop, Bitbucket GIT, REST, PHP 8, Symphony, MySQL, CI/CD pipelines.
- StoneX/INTL FCStone thru Talution Group LLC – Drupal 8 development of a Market Intelligence publishing platform for the Commodity sector - Articles and Newsletters. Custom support of .NET C# applications using REST API interfaces to Salesforce. Technologies: Acquia Cloud, Azure Cloud, ADD2 and MS Azure hosting platforms. WSL, LAMP, MySQL, PHP 7.x, Atlassian JIRA, GIT, JQuery, Jscript, Custom module development, Front and Backend development. HTML, CSS, XML, JSON API, SENDGRID API, Varnish, MS CI/CD, AKS and Docker thru Visual Studio, Wrangler, Build, Release, Deploy, MS Teams, DBForge Tools, PHPStorm, HeidiSQL, MySQL Workbench, POSTMAN, WebEx. Responsible for Drupal upgrades from 8.6.10 to 8.9.11. .NET C#, Visual Studio, GIT, REST, Salesforce, Azure CI/CD pipelines.
- Argonne thru ASEN LLC – Ext JS frontend/PHP CodeIgniter backend development and support of an intranet proposal management system built under LAMP, SVN, HTML/JScript, CSS, JSON and Oracle and MySQL. Drupal 8 support using CI/CD and GITLab version control and Behat testing scripts.
- ConAgra thru DDB – Acquia Cloud Site Factory Drupal 8 support and enhancements on 6 ConAgra branded web sites under MAMP & LAMP, GIT, HTML/XHTML, XML, CSS, and RSS.
- Scranton Gillette Communications – Drupal 6, 7, 8 support and enhancements on consumer web sites under MAMP & LAMP, GIT, Web API's, REST, JSON, AJAX, JQuery, and JScript.
- Johnson & Johnson and Heartland Foods thru Talener Technology – Drupal 7 support and enhancements on Benadryl and Splenda consumer web sites under LAMP, GIT, HTML/XHTML, XML, CSS, RSS.

- Terlato Wines Group thru Robert Half Technology – Drupal 7 Web enhancement development under MAMP & LAMP stacks, SVN.
- New site features designed, developed, documented and tested for turn over to production implementation.
- Peerless-AV thru Robert Half Technology – Web development and support using Windows, Active Directory, LDAP, SSL, IIS, MYSQL, PHP, CodeIgniter and Drupal 6 and WordPress CMS, GIT. Mobile development using cross-platform Appery.IO for Apple IOS, Android and Windows Smart Phones.
- Shop Order Tracking migration upsizing from MS ACCESS to MS SQL.
- User experience and project strategy migrating new web design to AWS cloud based services.
- Incident tracking and documentation of all ongoing support issues.
- Fermilab thru Instant Technology – IaaS project converting VM images from Fermi Scientific Linux (RHEL) to Amazon AWS Public cloud VM EC2 images.
- FermiLab Technologies used: GIT, Python, Bash shell scripting, Puppet configuration management scripts. Worked with Cloud, Authentication and Security tools: X.509 cert, SSO, SAML, OAuth2, SSL, AWS EC2 and S3, OpenNebula.
- Comply Enterprises – 2 years of continued interactive services management, web site development, cloud deployment and support roles for Comply clients. Worked on a part time/as needed basis.

COMPLY ENTERPRISES, INC., Naperville, IL   2007-2012
B2B Marketing Communications Partner
Interactive Services Director / Developer
- Developed "Hands-On" and supported all Drupal 5, 6 & 7 and WordPress CMS's using LAMP, Windows, and GIT.
- Provided the management of all outsourced SaaS (Software as a Service) for customers.
- Developed and Managed IaaS (Infrastructure as a Service) using Cloud services for client delivery platforms. Experience with Amazon AWS, RackSpace and ServInt Hosting providers as well as managing contract negotiations.
- Managed all Levels of customer support for customer web site development and deployments.
- Supervised staff of 5 who provided all web site development activities in Higher Education, Manufacturing and Financial sectors,
- Implemented 70% cost reduction initiatives by utilizing 'Open Systems' LAMP stacks used in development and acquired "On Demand" hardware and software utilization through PaaS (Platform as a Service). Virtually eliminated annual licensing fees using "Open Source" software.
- Managed companies Network Operations and HW/SW Infrastructure and SOA (Service Oriented Architecture).
- Provided 99.99% service availability through negotiated SLA's with our customers.

MUNICIPAL INSURANCE COMPANY OF AMERICA, Arlington Heights, IL   2004-2007
BENICORP INSURANCE COMPANY, Indianapolis, IN
IT Director for two Small Insurance Carriers owned by McKee Heritage Holding, Corp.
Information Technology Director / Developer
- Provided the management of all outsourced Wellness partners technology interfaces for 2 group health Insurance companies. Selection of Application Service Provider models was used to reduce infrastructure costs by 25%.
- As part of overall cost reductions, managed network and voice operations of an off shore claims handling unit and health provider call center.
- Supervised staff of 5 who provided all Network Operations and Internal Applications Development and Support.
- Maintained 99% application availability by providing all Levels of customer support for internal office system operations.
- Verified system accuracy by managing Quality Assurance testing of new products and website interfaces.
- Developed and managed a new Issue Tracking System and SharePoint Intranet for all company's communications.
- Enhanced HW/SW architecture with current technology by managing vendor selection and optimizing company's operating inventory.

POSITION TECHNOLOGIES, Geneva, IL   2003-2004
Search Engine Index Submission Partner
Customer Support and Quality Assurance Testing Lead / Developer
- Provided all Levels of customer support for the "Direct Submit" submission service for the Inktomi, FAST and AskJeeves/Teoma search engine indexes.
- Provided 1st level support for the "Position Pro" URL optimization and review service.
- Documented Help Desk customer support procedures.
- Developed a re-write of Customer Frequently Asked Questions and answer set.
- Provided pre-sales support for the Trusted Feed service.
- Provided URL optimization review services and SEO technique and practices.
- Developed Quality Assurance testing of new search engine services.

MOTOROLA, INC., Schaumburg, IL   2000-2002
Global provider of integrated communications solutions
Systems Development and Network Operations Lead / Developer

- Managed web site development, web hosting infrastructure and network operations service for a wireless location based e-commerce system. The e-commerce system developed was a location-based, intelligent, mobile messaging service that delivered targeted promotions to wireless devices (including cellular phones, pagers and personal digital assistants). The system allowed advertisers to send promotional text messages to mobile consumers who were primed to purchase (based on interests, time and proximity to advertiser store locations). The system consisted of a web interface to acquire opt-in subscriber preferences, a web interface to manage the advertiser's promotional campaign, a real time intelligent matching engine, and a delivery component using SignalSoft location based services through wireless carriers.
- Led six members of technology team through system development life cycle using **RADIT** methodology.
- Positioned company to compete in Location Based Services ahead of industry schedule.
- Completed final release documentation and packaging within budget.
- Insured Six-sigma quality for system availability and reliability - 99.999% available and defect free.
- Dramatically improved IT relationship with internal business development and external customers.

EDUCATION
B.S., Business Administration and Computer Science, Iowa State University