- J A M E S   R .   M I L L E R -

Development Manager of Corporate Applications

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A passionate developer with well over a decade of professional experience. Known for being a technical leader with great communication skills and attention to detail, no matter the role. Experienced in all levels of today's modern technical stack including full-stack web development, back end/cloud engineering, devops tools, and mentoring.

PROFESSIONAL EXPERIENCE

Fidelity National Information Services (FIS) — 12/2012 - Present

Programmer Analyst Specialist / Development Manager

- Developed a suite of C# REST APIs that provided centralized access to company datasets including employee information for over 80k employees, help desk ticket information, Active Directory account management, and other critical APIs, reducing global help-desk call volume by 20%
- Developed C# APIs to reduce help desk call volume by 20%, working cross-functionally with other groups to enable account management via voice biometrics
- Developed and maintained multiple full-stack AngularJS web applications with C# Web API back-ends, leveraging .NET Core, to support employee access review management and auditing processes
- Reduced the time to develop new support ticket types by 50% with the implementation a lexer/parser to perform advanced search over a ServiceNow data lake
- Integrated vulnerability scanning tools into security pipeline to automate the discovery and remediation of critical issues, resulting in a more agile and secure organization
- Mentored developers into more senior level developer roles

Citibank, Jacksonville, FL — 06/2012 – 12/2012

Software Engineer • Contractor

- Developed software to cleanse customer data for use in automated software testing systems

TradePMR, Gainesville, FL — 01/2012 – 06/2012

Software Engineer

- Developed desktop WPF application features for TradePMR's custodial trading software

University of Florida, Gainesville, FL — 02/2009 – 01/2012

Software Developer

- Developed the university's first on-demand LMS, a full-stack ASP.NET web application offering continuing education credits to medical and agricultural professionals that garnered $600k in revenue

Ignition Entertainment, Gainesville, FL   03/2008 – 02/2009

Game Developer / IT Manager
- ► Oversaw the studio's network and computing infrastructure including a relocation and expansion
- ► Managed many hosted services including the studio's main Subversion source code repositories and project planning applications such as Jira

SumTotal Systems, Gainesville, FL   02/2007 – 03/2008

Software Engineer

- ► Worked on a team of full-stack C# developers implementing features for the company's Performance Management platform

Rhino Video Games, Gainesville, FL   02/2004 – 02/2007

Application Developer

- ► Developed an inventory tracking application used by locations across the country
- ► Shipped the company's first PHP based intranet site used by store locations across the country for inventory, support requests, and corporate communications

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TECHNICAL SKILLS

Languages: C#, JavaScript, SQL, HTML, CSS, PowerShell, Swift, TypeScript

Frameworks and Patterns: .NET Core, ASP.NET MVC, Angular.JS, React, DDD, MVVM

Databases: MSSQL

Tools and Other: TFS, Git, Azure, Node.JS, Azure DevOps, NuGet, Agile methodologies, JIRA, Workday

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EDUCATION

Associate of Arts • Santa Fe College, Gainesville, FL

Graduated May 2012

AZ-900 Azure Fundamentals • Microsoft

Obtained April 2024

NOTABLE PROJECTS

Allowance for YNAB • iOS • Swift • August 2018

► Released for the iPhone and Apple Watch. Allowance for YNAB would show a user's YNAB category balances on their phone and watch complications. [Won first place](#) in the YNAB API Contest.

Drop Center • iOS • Swift • November 2017

► First Apple App Store release. Written in Swift, Drop Center was a drag-and-drop shelf application.