GREG LONG

Software Developer

📍 The Hague, Netherlands

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Skills

Generic Development Skills

- Source control.
- Agile Methodologies.
- Object-oriented design.
- Data structures.
- Algorithm design.
- Open source contribution.
- Continuous integration.
- Code reviews.
- Planning and estimation.
- Unit testing.
- Cloud services.
- Networking
- Operating Systems
- Virtualization.

Java

Android app development, Java SE

C# .Net

MVC 4, Web API 2, Win Forms, ASP.NET

Mobile App Development

Android, Ionic HTML5 Hybrid framework

Scripting

Powershell, shell scripting, VBScript

Database

Mongo, SQL Server, Postgres, MySQL, Oracle,

Experienced Software Developer with 16 years experience as an enterprise level Information Technology professional.

Overview

Recently graduated with a Bachelor's degree in Computer Science with 18 months experience as a mobile and back-end software developer.

After working 16 years as an IT professional with responsibility for implementing and maintaining very complex communications systems I developed a strong interest in software development. Studying Computer Science with the goal of a career change to become a developer has been an excellent decision. I believe my long experience as an IT professional has given me a unique set of knowledge and skill that are an asset to any software development position.

Extremely end customer focused with excellent written and verbal communication skills that allow me to understand and align with a customers goals and expectations.

Very experienced in being able to explain and visualize a complex subject in a language the customer can understand regardless of the type of audience.

Committed to continuous expansion of knowledge and skill and always willing to search for new techniques and design patterns to better solve a problem.

Experienced working in high pressure environments delivering and maintaining mission critical systems.

Demonstrated ability to work independently and undertake research to find an ideal solution for a complex problem in a defined time frame.

Work History

OCT 2015 - PRESENT

Software Engineer

Jongens van Techniek

The Hague, Netherlands

Back-end and mobile application developer.

Projects

- Developed an Android application for an enterprise to complete asset surveys in remote locations with local persistence and a sync upload functionality to a back-end RESTful web service.
- Full development of an Android live video streaming application similar to Periscope and Meerkat. With Facebook and Twitter integration, back-end RESTFul web service, local database persistence and real-time chat.
- Developed in house reusable libraries for future Android projects.
- Development in Java of extension plugins for the Wowza video streaming platform.
- Designed a source control and release workflow for Android applications.
- Developed a RESTful web service in C# WEB API 2 with Mongo DB for persistence. Integrated the API with an OAuth 2.0 Software as a Service.

JUN 2015 - OCT 2015

Software Developer

Bright contact

Utrecht, Netherlands

Software developer for a contact center systems integrator.

Projects

- Developed a prototype workforce rostering mobile application. Development included producing a mobile application using the Ionic hybrid HTML5 framework, a RESTful web service that abstracted an enterprise SOAP service.
- Developed a custom Extract Transform Load service to integrate a customers onsite contact center system with a cloud hosted workforce rostering system. Development in C# .NET. Included onsite customer requirements gathering, project meetings, implementation and follow up maintenance.

NOV 2014 - FEB 2015

Software Development Intern

Nestpick

Rotterdam, Netherlands

Projects

- Worked as a full stack developer for an internet startup during the extended university break. Implemented end to end payments integration with PayPal and Mollie debit and credit card payments provider. Front-end website ASP.NET MVC backed by SQL Server DB.

JUN 2013 -
JUN 2015

Contact Centre Consultant
Synergy Voice and Data Systems

Sydney, Australia

Role

- Provide Contact Centres with design, implementation and maintenance services for their Genesys, Avaya and Verint unified communications environments.
- Provide design and implementation of VMWare environments.
- Design and developed an advanced systems and environmental monitoring and alerting system.

2009 and -
2011

Snowboard Instructor - Ski Technician
Silver Star Ski Resort

Vernon, BC, Canada

Took two 6 month career breaks to follow my passion of snowboarding and travel.

- Instructed snowboarding.
- Ski Technician in rental store.
- Assisted with the implementation of the resorts first computerized ski equipment rental system.

JAN 2004 -
JUL 2013

IT and Communications Technician
NSW Police

Sydney, Australia

Support Communications and IT environment for Emergency Call Centers and Radio Dispatch Centers for Australia's largest Police Force.

Role

- Lead Engineer for Genesys CTI Environment for 7 contact centers
- Provide mission critical 24x7 on-call support.
- Administration and Maintenance of Avaya PBX Systems
- Enterprise management for Verint Impact 360 Voice and Screen Recording
- Administration and maintenance of VeCommerce IVR and Speech Recognition, Voice Mail and RightFax
- Administered VMWare vSphere virtualisation environment
- Design and Deployment of Windows Server and Windows Desktops SOE
- Application support of contact center specific applications

JUN 2002 -
SEP 2003

Voice Support Analyst – Trading Room Technology
ABN Amro

London, United Kingdom

Support all voice communications technology for the banks London based trading rooms.

Role

- Problem Management of all BT ITS voice switches
- Capacity Management for all BT ITS voice switches
- Providing First and Second line support for all BT ITS voice switches
- Providing First line support for seven Meridian PABX systems
- Providing First line support for Speakerbus Intercom system
- Providing First line support for Nicelog Voice Recording system
- Responsible for procurement and installation of all Voice and Data circuits and Vendor Management

JUN 1999 - JUN 2002	## Field Engineer
	### British Telecom Global Services
	Sydney, Australia
	Field based engineer role for British Telecoms trading room telephony systems.
	Role
	- Installation and Maintenance of BT ITS voice switches in the Australian Financial Market.
	- Support of Eyretel Voice Recorders in the Australian Financial Market.
	- Design and Development of Communications solutions for clients.
	- Support of all technology for JPMorgan Australia, including Dealing Room Voice Technologies, LAN/WAN and Desktop.

FEB 1998 - JUN 1999	## Support Analyst
	### JPMorgan
	Sydney Australia
	Helpdesk support role for the American banks office in Sydney, Australia.
	Role
	- End user support for Hardware, Operating Systems and Applications
	- Windows NT Administration
	- Novell Administration
	- Dealing Room Telecommunication Administration, Configuration and Support, including BT ITS Switches, Lucent Definity PABX and Eyretel Voice Recorders.

Education

Feb 2012 - Oct 2015	### Bachelor degree in Computer Science - Major Software Development
	University of New England, Australia
	Graduated with a GPA of 6.13
	University Course Outline
	Subjects covered in the course include software design, databases, networks, interface design, software engineering, data structures, operating systems, mathematics, security and encryption, web technologies and software project management.

Jan 1997 - Jan 1998	### Diploma Information Technology (PC & Network Support)
	Hunter Institute of Technology
	Two year college level diploma that covered operating systems, databases, hardware, networking, peripherals, help desk procedures, project management.
	Achieved 90% A grades.