KEITH RANSOM

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OBJECTIVE

Software developer/architect with 15+ years of experience leading full-stack development, integrating enterprise solutions, and driving innovation across industries such as energy and finance. I am looking to leverage and expand my expertise in software development while contributing to innovative and impactful projects.

SKILLS

Languages & Tools: Java, JavaScript, HTML, CSS, PHP, .NET (C#, ASP), SQL(Oracle/SQL Server), Git, Flutter, JQuery, Bootstrap, NodeJS, Firebase, Python, React Native

Salesforce Development: Apex, Lightning Web Components (LWC), Visualforce, Triggers, Flows, Process Builder, REST/SOAP Integrations, Salesforce DX

Salesforce Clouds: Sales Cloud, Service Cloud, Field Service Cloud, Experience Cloud (Community), Marketing Cloud (Pardot), CPQ

Platforms: Salesforce, AWS, Google Cloud Platform (GCP), Azure

Integrations: Talend, SSIS, Informatica, Web Services (REST/SOAP), HubSpot, ActiveMQ

Development Practices: Agile/Scrum, CI/CD, Code Reviews, Technical Documentation

EXPERIENCE

IT Director / Software Architect

Links Energy – Houston, TX

June 2024 – Present

- Spearheaded the development and enhancement of the Energy Demand Response Management Portal, post-acquisition from Incite Energy. (See experience below)
- Managed Google Cloud Platform (GCP) infrastructure, including Virtual Machines (Linux/Windows) and SQL Server, optimizing resource allocation and system reliability.
- Directed full-stack web and mobile application development using Java, PHP, JavaScript, SQL Server, and Flutter.
- Led IT team operations, including task assignments, code reviews, and weekly status meetings, to ensure timely delivery of milestones.

Salesforce Consultant

Endiem – Houston, TX

January 2023 – June 2024

- Designed and implemented API integrations connecting Salesforce with Azure and Data Warehouses, enabling seamless data exchange.
- Customized Salesforce solutions using Apex, Lightning Web Components (LWC), and Visualforce, ensuring alignment with client requirements.
- Created technical documentation, architecture diagrams, and mockups, supporting efficient project execution and stakeholder communication.
- Conducted code reviews for developers, ensuring adherence to best practices and maintaining high-quality standards.

Senior Developer (Consultant)

Internet Creations – Hamilton, NJ

March 2019 – October 2022

- Led the development of Salesforce Lightning Components and Apex enhancements, delivering robust solutions for clients and internal systems.
- Conducted code reviews for developers, ensuring adherence to best practices and maintaining high-quality standards.

Tech Lead (Consultant)

Appirio – Indianapolis, IN

November 2017 – October 2018

- Guided offshore development teams to deliver Salesforce Lightning and Apex enhancements under Agile Sprint methodologies.
- Collaborated with business sponsors to define feature requirements, translating them into actionable user stories.

Senior Developer

Incite Energy – Houston, TX

November 2013 – October 2017

- Designed and developed the Demand Response and Meter Management Portal, integrating real-time facility data, regional energy pricing, and weather patterns to optimize energy costs. Engineered a robust system capable of processing over 20 million data points monthly, providing actionable insights and enabling data-driven energy management strategies. Utilized PHP, Hadoop, SQL Server, JavaScript libraries (jQuery, Underscore), and integration tools (Java & .NET Services, SSIS, Talend, ActiveMQ) to ensure scalability and seamless data flow.
- Enhanced Salesforce with advanced Apex, REST integrations, and marketing automation tools like Pardot and HubSpot. Created custom deployment scripts, dashboards, and workflows to streamline business processes.

Lead Java/Web Developer

The Men's Wearhouse – Houston, TX

March 2011 – November 2013

- Migrated the call center support application to the latest version of Sugar CRM and Oracle 11g. Led enhancements for the call center application, including service integration with the Five9 dialer and Google Maps.
- Developed service architecture (Java, TIBCO, REST) to transfer customer and appointment data across various systems, including MW stores, the call center, MW website, and mobile applications.
- Served as the primary developer for the Salesforce Service Cloud console solution for the call center, including advanced Apex and TIBCO service integrations.
- Contributed to public-facing website enhancements for the MW website and other MW-owned brands. (Javascript, Java).

Senior Programmer Analyst

T. Rowe Price – Owings Mills, MD

June 2006 – March 2011

- Built and maintained in-house company applications using SQL, Java, and .NET.
- Integrated vendor and internal software systems using Informatica, SSIS, and Web Services.
- Implemented application modifications following Agile development methodologies.
- Collaborated with offshore teams to enhance both in-house and vendor applications.

Tutor/Grader

University of Maryland, Baltimore County (UMBC) – Baltimore, MD

September 2003 – December 2006

- Graded C/C++ projects and tutored students on object-oriented programming techniques

EDUCATION

BACHELOR OF SCIENCE IN COMPUTER SCIENCE

University of Maryland, Baltimore County (UMBC) – Baltimore, MD

December 2006

MASTER OF SCIENCE IN COMPUTER SCIENCE

Johns Hopkins University – Baltimore, MD

August 2009

CERTIFICATIONS

Salesforce Platform Developer 1