

William C. Pitts Jr.

wpitts@outlook.com

OBJECTIVE

To continue supporting a technology driven company and contribute to future growth via software development and automation.

SKILLS

- Software: Docker, Kubernetes, OpenShift, Kafka, Spring, Spring Boot, Spring Batch, Websphere, Datastage 11.5, Salesforce, RTC, GIT, Jira, Tomcat, JSON, Gradle, Hadoop
- Languages: Java, Python, JavaScript, Apex, LWC, Aura, COBOL, REXX, JCL, C, C++, PHP, SQL
- Operating Systems: Windows 10, Linux, Mac OS X, Android, iOS, z/OS
- Database Platform: DB2(LUW), Oracle, SQL Server, RDBMS, MySQL
- Networking/Scheduling: TCP/IP, DHCP, DNS, SFTP, Telnet, NAT, VPN, VLAN, Control-M

PROFESSIONAL EXPERIENCE

USAA FINANCIAL SERVICES San Antonio, TX Software Engineer Senior

2019

– Present

- Led newly created team focused on delivering targeted data solutions at the speed of rapidly changing business needs
- Leveraged experience with RESTful service technology to modify and transform and deliver data via JSON objects
- Currently using Spring Boot to build RESTful services as they apply in the epic
- Implements API security using JWT and OAUTH for role-based access
- Established innovative processes and a model for our team to build and refine solutions delivering value iteratively and frequently
- Managed small teams with cross functional skills provisioning data through ETL and delivering reporting capabilities through Salesforce
- Implemented data solutions for finance executives providing insights into the profitability of products across growing customer demographics

USAA Federal Savings Bank San Antonio, TX Software Developer & Integrator I

2017 - 2019

- Leveraged IT experience and bank data knowledge to optimize and enhance the data and reporting infrastructure for business consumption
- Served as a technical coordination point between the business and IT providing oversight and leadership on large development projects and maintenance efforts
- Researched new big data technologies to establish standards, provide training and build a framework on leveraging them to benefit bank reporting and analytics
- Provided data infrastructure support managing the ongoing delivery of critical data assets used for running business operations
- Implemented data solutions for real estate executives providing insights into customer satisfaction driving business changes and resulting increases in satisfaction rates

United Services Automobile Association, San Antonio, TX Software Developer & Integrator II

2015 - 2017

- Served as technical domain lead responsible for providing oversight and guidance on the persistent development, enhancement and support efforts
- Led the technical design and development of large-scale data movement effort
- Identified and implemented multiple improvements to the reporting and analytical environment increasing stability, performance and quality of deliverables
- Managed the workload for the support team.

- Maintained a low defect queue while focusing on improvement efforts that would add further business value
- Developed an application that would allow business to query for rewards and offers
- Engaged in the college recruiting program relating experiences of passion for the company mission at career fairs and events influencing the hiring of talented employees

United Services Automobile Association, San Antonio, TX Software Developer & Integrator III 2013 - 2015

- Built automation for a new DevOps initiative
- Wrote automation in manage the deployments of an app that was done manually prior
- Managed all new install projects for clusters of servers in our farm
- Developed and updated documentation, appraising users and administrators
- Provided onboarding sessions for new employees which was designed to help them become individual contributors sooner
- Worked on HOST Source Control Manager which is used by our entire Mainframe shop to maintain their baselines
- Created proactive procedures for problem preventions and resolutions, interfaced with other software developers, analyzed issues, and designed solutions
- Created new functionality for the HOST SCM system as designated by my lead
- Cross-platform experience (web, host, distributed), including analyzing, designing, and creating new applications

Wells Fargo, San Antonio, TX IT Systems Analyst 2007 - 2013

- Managed and built development servers according to business requirements
- Set up off-site users to work virtually, saving on expenses for office leases
- Scripted routine maintenance or procedural work where possible
- Responsible for securing systems including the deployment of Symantec Antivirus System Center to workstations
- Responsible for hardware and software applications for workstations, servers, and network data communications
- Performed all levels of hardware and software systems support for corporate computers and Responsible for e-mail system and Internet Information Server, meeting employee needs 24/7
- ESX VMware support for domestic and international associates

USAF, Kelly AFB, TX

Honorable Discharge – Active Duty Completion

September 1999- September 2005

EDUCATION

Master of Business Administration - Data Analytics

Graduated: August 2023

Bachelor of Science in Computer Science

Graduated: December 2010

Bachelor of Arts in Economics

Graduated: December 2010

St. Mary's University, San Antonio, TX