

# Charles Capps

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## Career Summary

Seasoned Senior Software Engineer & IT Manager with over two decades of experience in software development and IT management. Demonstrated expertise in leading Agile delivery teams, maintaining prioritized backlogs, and driving measurable value through effective project management. Proven track record of success in translating product vision into actionable work requirements and ensuring alignment with business objectives. Skilled in measuring and communicating team metrics, fostering stakeholder engagement, and delivering realistic software solutions through a continuous improvement process.

## Professional Experience

### Independent Contractor (2016 - Present)

**Built various small tools for private clients. Interesting projects include:**

- A group chat application in PHP 8 with Vue.js.
- Systemd service management utilities built in Rust.
- A web application in Python FastAPI and TypeScript, deployed through Docker with Docker Compose.
- Configuration and management of a two-node Proxmox cluster.

### Silicon Mechanics, Bothell, WA (2006 - 2016)

#### Senior Software Engineer & IT Manager

Developed and maintained the company's home-grown PHP-based ERP, CRM, CMS, and e-commerce system, eventually leading corporate IT operations.

- Participated in, lead, and oversaw all aspects of the software development lifecycle process including planning, research gathering, crafting of stakeholder-approved specifications, implementation, testing, code review, and deployment.
- Provided in-house software helpdesk and desktop support as needed, troubleshooting issues and concerns until resolution.
- Hired, trained, and mentored a diverse and multifaceted team of software engineers and IT professionals.
- Championed the analysis, evolution, and documentation of core business processes.
- Collaborated with senior management, peers, and colleagues to drive evolution of the internal toolset to meet ever-changing business needs.
- Ensured correct software and hardware configuration, installation, and administration organization-wide.
- Coordinated with multiple vendors to update aging power, phone, internet, and security camera infrastructure.

## Select Software Engineer Projects & Accomplishments

#### Cluster Configurator

Designed a whole-rack configuration toolset for the SC07 Supercomputing conference allowing system configurators to nest within each other, requiring significant reworking of critical legacy code.

#### Migration to Modern PHP

Cleaned up use of deprecated functionality and fixed ongoing warnings for original codebase designed for obsolete PHP versions.

## Business Skills

- Team Leadership
- Team Development
- Training / Mentoring
- Stakeholder Management
- Analytical Troubleshooting
- Code Quality
- Legacy Code Management
- Continual Improvement
- Process Analysis
- Strategic Planning
- Critical Thinking
- Business Strategy
- Project Management

### *Unified Label Printing*

Redesigned and streamlined programmatic creation of physical labels to eliminate inconsistencies between designs allowing for future changes as needed by business requirements.

### *Advance RMA Tracking System*

Championed reworking of critical systems to better track customer support requests for replacement hardware through the normal ordering, purchasing, and accounting processes to ensure customers correctly exchanged defective parts.

### *Mini Configurator*

Created a replacement API-compatible product configurator to support a new product line driven by increased automation requirements from the product management group.

## **Select IT Projects & Accomplishments**

### *Redesigned & Recabled Production Floor Burn System Network*

Collaborated with production floor technicians and engineers to redesign the physical and logical (VLAN-based) production floor network for increased speed, reliability, and flexibility.

### *Migration to Linux KVM Virtual Machines*

Ensured severely out of date IT hardware was replaced with iSCSI-backed virtualization where possible to better mitigate risk and continue optimal business uptime.

### *Migration to Google Workspace ("Google Apps for Business")*

Drove migration of data backup to Google Workspace after an unmonitored multiple-drive RAID failure occurred.

### *Migration from DSL to Fiber-Based Internet Connection*

Secured business park's first-ever contract for fiber-based internet access, including negotiating and administering multiple contracts with multiple vendors. Achieved zero business disruption during transition.

## **Infopop Corporation, Seattle, WA (2001 - 2006)**

### ***Perl Developer***

**Maintained and improved the flagship-product "Ultimate Bulletin Board" written in Perl 5 and designed to run with a flat-file database on shared hosting accounts.**

- Cemented communication of bug reports and workflow delegation as needed.
- Provided first rate customer and client service, troubleshooting issues until resolution.
- Collaborated with internal and external teams including beta testing teams and project managers to streamline operations.
- Performed detail-oriented coding in platform-agnostic Perl.

## **Technology Profile**

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|------------------------------|----------------------|---------------------------------|
| ▸ PHP 8, PHP 7, PHP 5        | ▸ CSS 3              | ▸ Docker & Docker Compose       |
| ▸ Perl 5                     | ▸ SEO                | ▸ RHEL / CentOS 5, 6, 7         |
| ▸ Python 3                   | ▸ Vue.js 2, Vue.js 3 | ▸ Debian 10, 11, 12             |
| ▸ Rust                       | ▸ JetBrains PhpStorm | ▸ Proxmox                       |
| ▸ Javascript (ES2022)        | ▸ Visual Studio Code | ▸ Linux KVM & libvirt           |
| ▸ C (POSIX)                  | ▸ Jira               | ▸ Linux iptables                |
| ▸ MySQL / MariaDB            | ▸ Confluence         | ▸ Shorewall                     |
| ▸ MySQL Circular Replication | ▸ MediaWiki          | ▸ CUPS                          |
| ▸ PostgreSQL                 | ▸ Subversion         | ▸ Microsoft Office, Word, Excel |
| ▸ HTML 5                     | ▸ Git                |                                 |