

# DAVE SEIDMAN

## Salesforce Developer / Web Applications Developer

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### Skills

#### FRONT-END WEB DEVELOPMENT

HTML5, CSS3, Javascript, AngularJS, Backbone.js, jQuery, React, D3, Underscore.js, Lodash, Jade, JSON, REST API, Handlebars, Git, Bower, Gulp, JSPM, NPM, Sass

#### BACK-END PROGRAMMING

Express, Node.js, Perl, PHP, Java

#### OPERATING SYSTEMS

Windows, UNIX, Linux, Mac OS X

#### DATABASES

MongoDB, Oracle, SQL Server, MySQL

#### TOOLS

Atom, Bitbucket, Eclipse, Git, Github, JIRA, Sublime, WebStorm

#### ITSM, CRM APPLICATION DEVELOPMENT

**Salesforce:** Custom application development (Apex, VisualForce, SOQL, Lightning)

**Remedy:** Custom application development, IT Service Management module customization

### Experience

#### WIRED TRIANGLE, Salesforce Software Engineer *Durham, NC* (2016 - Present)

- Developing business applications on the Salesforce platform (Backend: Apex, SOQL; Frontend: VisualForce, Lightning, React)
- Unit testing, QA
- Utilizing Bootstrap, Sass
- Development environment: OS X, Github, Eclipse, MavensMate

#### DUKE UNIV SCHOOL OF NURSING, Web Applications Developer *Durham, NC* (2015 - 2016)

- Developing applications for faculty and staff using MEAN stack (MongoDB, Express, AngularJS, Node.js)
- Utilizing Bootstrap, Jade, Sass
- Development environment: OS X, WebStorm, Github, PivotalTracker

#### CROSSCOMM, Front End Developer *Durham, NC* (2014 - 2015)

- Developing front end interfaces for responsive web applications with HTML5, CSS3, JavaScript, and jQuery, for both commercial enterprises and research institutions
- Utilized jQuery, D3, Bourbon, Sass
- Integrated with Java Spring back-end
- Development environment: OS X, Eclipse, Stash

#### CISCO SYSTEMS, IT Engineer *Morrisville, NC* (2010 - 2014)

- **IT Enablement Services Representative** (2013 - 2014)
  - Facilitated communications between global Region IT organizations and IT service owners
  - Focus on UCVS services (video and social collaboration)
- **Remedy Developer** (2010 - 2013)
  - Developed enhancements and bug fixes for Remedy ITSM applications including Incident, Problem, Change, Service Request, and Service Level Management
  - Subject-matter expert and liaison to service owners for ITSM processes
  - Developed archiving strategy for Remedy ITSM applications
  - Managed offshore resources
  - Environment: Solaris, Linux, Oracle

## Skills

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### CMS

Wordpress

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## Experience

### DUKE UNIVERSITY OFFICE OF INFORMATION TECHNOLOGY, Senior IT Analyst

*Durham, NC (2005 - 2010)*

- Lead developer for Remedy database application development, functional analysis, administration, and support for Duke and Duke Health
- Collaborated with IT business units within Duke and Duke Health to develop and implement business requirements and increase overall usability
- Developed, supported Perl scripts used to provide low-bandwidth web and mobile access to help desk cases
- Developed custom Remedy architecture to manage pager data and supplant previous telephony messaging solution
- Trained junior IT staff in support tasks and app development
- Developed front-end interface for student mobile device distributions
- Environment: Solaris, Oracle database, IIS, Apache Tomcat

### CONTRACTOR, Remedy Developer *Various Sites--NC, SC, TN, GA (2001 - 2005)*

- Provided enhancements for and support of order provisioning, IT incident management, and customer care systems for multiple telecommunications firms
- Developed custom-built problem, change, and asset management applications for an IT service provider's integrated service center that provided solutions for healthcare, government, and entertainment industry clients

### KOZ.COM, Applications Engineer (Remedy Developer) *Durham, NC (1999 - 2000)*

- Designed, supported, tested, and provided daily administration of automated internal systems for an Internet content provider
- Gathered requirements for, built, and maintained a custom call-tracking system for the customer support department
- Overhauled the custom bug tracking system used by the engineering and quality assurance groups, integrating it with call-tracking to greatly improve communication between support and engineering
- Developed an application to track the lifecycle of customer databases built by operations
- Created a framework for managing customer information, including contact, licensing, and implementation data
- Implemented an incident tracking operations for internal operations, IT, and facilities requests
- Created web interfaces for internal help desk and customer enhancement requests
- Provided end-users with training on applications

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## Experience

### BOOZ-ALLEN & HAMILTON, IT Consultant (Remedy Developer) *McLean, VA* (1998 - 1999)

- Designed, developed, implemented, supported, and documented customized help desk and problem tracking systems for various government clients
- Developed a Perl-based web interface for viewing network issues
- Led a development team that gathered requirements for, built, and maintained a call tracking system for a distance-learning network's support center

### KEANE, IT Consultant (Remedy Developer) *Durham, NC* (1997 - 1998)

- Designed, developed, implemented, supported, and documented customized help desk and problem tracking systems based on the Remedy Action Request System, on an HP-UX platform and atop an Oracle database backend
- Implemented enhancements for a call tracking system for the human resources information systems organization of a large telecommunications client
- Provided administration and maintenance for the system, which had over 200 users in support of a customer base of 25,000 end-users
- Implemented a prototype for an employee time tracking application for use by all contractors working at the telecommunications client

## Volunteer Experience

### BEYOND FENCES ([beyondfences.org](http://beyondfences.org)), Website Implementation and Maintenance *Durham, NC* (2016 - present)

## Education

**DUKE UNIVERSITY,** Durham, NC , Bachelor of Science, Psychology, Minor in Computer Science, 1997.

**THE IRON YARD ACADEMY,** Durham, NC, Front End Engineering Boot Camp, 2014.

## Certifications

**SALESFORCE CERTIFIED PLATFORM DEVELOPER I** (#17165057), 2017

**ITIL FOUNDATION CERTIFICATE IN SERVICE MANAGEMENT** (GR750047925DS), 2013