Troy Alan Hatheway

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Objective

To secure a position with a company where I can utilize my programming experience and expand my skills to further progress my programming career.

Technical Skills

- Programming Languages: Java/J2SE/J2EE, C/C++/Objective-C, Bash Shell Script
- J2EE Technologies: Spring, Hibernate, JSP, Servlets, Struts
- Database Languages: SQL, PL/SQL, Oracle, DB2, MySQL
- Web Development: HTML/XHTML, CSS, JavaScript, XML
- Operating Systems: UNIX/Linux, DOS/Windows, Mac OS X
- Software Systems: Crystal Reports, CVS, VSS, Subversion

Education

Florida International University   **Miami, FL**
Bachelor of Computer Science   August 2001

Experience

04/08 - current

Assurant Solutions – International Credit Card Insurance   **Miami, FL**
Software Engineer
- Developed full software life cycle including: requirement gathering, defining business logic, design discussion, system design, development, integration testing, debugging and implementation.
- Designed and implemented a direct billing solution for Germany using Java, JSP, Struts, and Spring.
- Configured a continuous integration server resulting in improved code quality and reduced delivery dates.
- Managed software releases to eight Websphere application servers, including servers in China and Ireland.

06/07 - 04/08

Bayview Financial – Loan Origination System Development   **Coral Gables, FL**
J2EE Developer
- Developed and maintained J2EE multi-tier loan origination application.
- Re-architected existing application into a layered architecture.
- Implemented presentation tier using JSP/JavaScript, application tier using Java, and data tier using Oracle/Hibernate.
- Participated in gathering requirements, design, development, and debugging.
- Utilized Agile software development.

08/04 - 06/07

Assurant Solutions – Contact Center Development   **Miami, FL**
Staff Programmer
- Developed a softphone using a combination of Java applets, swing, sockets and the Genesys API to allow contact center agents to receive screen pops, perform transfers, as well as control agent states.
- Implemented web services using a combination of Java servlets and JDOM.
- Created system monitors that would verify the status of the entire system and send text message and email notifications of any errors found.
- Improved current systems by creating efficient and effective reports using Crystal Reports.
- Performed production support for IVR/VRU and CTI

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04/03 – 08/04	**Assurant Solutions – Data Warehouse**	**Miami, FL**

Programmer
- Designed and implemented data warehouses on an Oracle/UNIX platform using JDBC to perform extracts and loads.
- Initiated training for approximately 10 team workers on Oracle and Java.
- Created intranet sites using a combination of Struts and JSP to aid in the supporting of off-site users.

06/99 – 04/03	**Assurant Solutions – Membership Assistance Programs**	**Miami, FL**

Programmer
- Created a flexible scheduling program in C++ that allowed for dependencies.
- Production support
- Designed and developed a correspondence program from initiation to implementation that integrated with Documerge.
- Designed and developed a compensation program from initiation to implementation.
- Trained co-workers and taught them basic C++ basic programming skills.
- Created reusable libraries to simplify M.A.P.'s team programming task
- Enhanced features on customer's website using JSP and struts.
- Normalized Oracle databases.

07/97 – 06/99	**Assurant Solutions – Policy Management System**	**Miami, FL**

Part-Time Programmer
- Wrote Eztrieves to generate SAR reports.
- Debugged COBOL programs.
- Debugged Assembler programs.

Accomplishments Sun Certified Java Programmer, SE 6   March 2010
Cisco CTI Training   March 2006

References   Available Upon Request