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RAFAEL VAN DYKE, PMP

rafaelvandyke@gmail.com / (678) 763-7381

Atlanta, Georgia /  rafaelvandyke.com /  linkedin.com/in/rafaelvandyke

PROFESSIONAL SUMMARY

Versatile IT professional with over 25 years of software development, including the past 12 years in senior technical leadership. Adept at aligning technology solutions with business needs, driving Agile transformations, and delivering mission-critical applications. Proven ability to recruit, build and lead high-performing teams, manage enterprise software projects, and optimize development processes in fast-paced environments.

SKILLS

- Agile Leadership & Development
 - Certified ScrumMaster
 - Epics & Stories (JIRA, Microsoft Project, Kanban)
 - Full-Stack Development (C#, .NET, SQL Server)
 - Release Planning & CI/CD
 - Database Modeling & SQL Optimization
 - Application Architecture
 - Engineering Management & Team Building
 - Strategic Thinking
 - Stakeholder Communication
 - Mentoring & Coaching
 - Problem-Solving & Conflict Resolution
 - Web Design (HTML, CSS, Bootstrap)
 - PMP and PM Mentoring
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PROFESSIONAL EXPERIENCE

Senior Manager, Application Development / *Workday* – Atlanta, Georgia

November 2020 – April 2025

- Led and scaled up to 5 software development teams (4–5 engineers each), in collaboration with two other engineering managers, to deliver mission-critical features for the Workday Student product.
- Owned delivery of compliance-driven features in response to evolving Department of Education regulations, ensuring timely, accurate updates to maintain regulatory alignment.
- Mentored engineers in both technical growth and professional development, expanding development capacity and culture to the Atlanta office after successfully building teams from the ground up over a 3-year period.
- Drove Agile release planning in 6-month cycles, coordinating closely with product management, QA, and automation teams. Acted as Agile lead across scrum teams, ensuring consistent delivery within each sprint.
- Project managed cross-functional compliance initiatives, including efforts related to the Consolidated Appropriations Act (CAA), aligning 8 scrum teams, QA, PMs, and stakeholders across departments to meet tight deadlines.

Manager, Application Development / *Paramount* – Atlanta, Georgia

May 2016 – November 2020

- Managed the full SDLC for 5–7 concurrent projects within the Distribution Services division, leading a team of up to 12 software engineers and collaborating with multiple business analysts.
- Directed hiring, onboarding, and professional development of in-house engineers, while also overseeing offshore development efforts with a key software vendor.
- Produced detailed project forecasts and technical documentation for critical back-office applications supporting multi-million dollar weekly revenue streams.
- Drove strategic improvements during planning sessions, resulting in a 30% increase in sprint predictability and stronger cross-functional collaboration across teams.

Director of Application Development / *Key Property Services* – Marietta, Georgia

November 2012 – May 2016

- Built and led a 10-person dev team to deliver a \$2M property underwriting platform, resulting in a 54% increase in property acquisitions in just 2.5 years—outpacing the prior 11 years combined.
- Championed Agile transformation, introducing Scrum company-wide and serving as Scrum Master to establish and lead agile ceremonies and best practices.
- Contributed hands-on to architecture and code, improving system performance by 60% and reducing critical defects by 50%.
- Modernized legacy systems, migrating the underwriting platform from WebForms to MVC with a RESTful API—doubling feature delivery speed through improved scalability and maintainability.
- Directed a company-wide Dynamics CRM implementation, streamlining service workflows and reducing processing time by 60%.

ASP.NET Instructor / *Learning Tree International* – Marietta, Georgia

January 2005 – November 2012

- Delivered 100+ hybrid classroom and remote training sessions across the U.S. for software engineers learning ASP.NET, MVC, and AJAX—consistently earning top attendee ratings.
- Designed custom enterprise training curricula, generating an average of \$30K in new revenue per session through tailored, high-impact content.
- Recognized as a top-performing instructor for five consecutive years based on consistently high student evaluations and learning outcomes.

Lead Software Developer / *Cendyn* (formerly *Ovations Management*) – Atlanta, Georgia

January /2012 – October 2012

- Led both offshore and onshore teams in developing a SaaS application, successfully delivering three major releases on schedule.
- Contributed hands-on to 60% of development using C# and ASP.NET, actively participating across the full SDLC.
- Enhanced code quality and team performance through structured peer reviews and adoption of Agile/Scrum practices.

Lead Web Developer / *CareXM* (formerly *TeleMed*) – Marietta, Georgia

August 2009 – December 2011

- Directed the development of HIPAA-compliant web portals for 500+ healthcare facilities nationwide, ensuring security and compliance with industry standards.
- Led the successful migration of three customer-facing web applications (*MyTeleMed*, *MyOffice*, and *GetTheDoctor*) from WinForms to WebForms, enhancing user experience and functionality.
- Reduced inbound call volume to customer service centers by streamlining web-based interactions, allowing CSRs to focus on complex and high-priority customer issues.

.NET Consultant / *Cognizant Technology Solutions* (formerly *Magenic*) – Atlanta, Georgia

February 2008 – August 2009

- Delivered .NET solutions for Fortune 500 clients, including Turner Broadcasting, driving the modernization of legacy systems for improved functionality.
- Developed custom SharePoint applications to streamline new show approval workflows for Cartoon Network, significantly enhancing operational efficiency.
- Contributed to full-stack development in migrating a legacy VB6 system to VB.NET for BeavEx, increasing application stability and maintainability.

IT Consultant / *Manpower, Inc.* (formerly *Comsys IT Services*) – Richmond, Virginia

October 2006 – February 2008

- Enhanced scalability and performance of high-traffic systems through backend development on CarMax.com.
- Built a custom .NET 2.0 application with a SQL Server backend for a healthcare nonprofit, significantly improving patient tracking and data accuracy.
- Delivered full-stack enterprise solutions across multiple industries, consistently aligning technology with business needs.

Web Developer / Philips Healthcare – Atlanta, Georgia

May 2005 – October 2006

- Developed global reporting solutions used by Philips' call centers and international operations, supporting critical business insights across the organization.
- Built ASP.NET 2.0 web applications with SQL Server 2000 backends, enabling real-time access to enterprise data and reporting.

Web Developer / HealthPort (formerly ChartONE) – Alpharetta, Georgia

October 2003 – May 2005

- Contributed to the development and maintenance of the ChartONE eWebHealth Suite—used by hospitals to securely store and retrieve medical records online.
- Built and deployed applications using .NET 1.1 and SQL Server 2000, helping advance early digital health record solutions.
- Supported mission-critical functionality for hospitals, improving access to patient data and enabling more efficient healthcare delivery.

Programming Manager / Brillion (formerly Apogee Interactive) – Tucker, Georgia

April 2001 – August 2003

- Oversaw all software projects, including a multi-million dollar energy trading platform, delivering solutions on time and under budget.
- Standardized development practices across teams, increasing code quality and reuse—while leading critical migrations from Microsoft Access to SQL Server for all major applications.
- Mentored a team of four engineers, improving development throughput and fostering a culture of innovation.
- Led end-to-end delivery, including planning, development, deployment, and internal training.

Project Manager / Web Developer / Definition 6 – Atlanta, Georgia

April 1997 – August 2001

- Designed and built custom web applications and internal project management tools for external clients, using classic ASP and SQL Server.
- Transitioned into a project management role, overseeing multiple client accounts and managing project scope, timelines, and delivery.
- Re-engineered the company's primary billing and tracking system, converting it from Tango to the company's standard tech stack—dramatically improving maintainability and reporting.

EDUCATION

Master's Business Administration: IT Management
Western Governors University

March 2016

Bachelor of Science: IT Management
Western Governors University

May 2014

CERTIFICATIONS

- PMI Project Management Professional (PMP®)
- Scrum Alliance Certified ScrumMaster
- AWS Certified Cloud Practitioner
- Microsoft Certified Professional (ASP.NET 3.5 with C#)
- CompTIA Project+ (2009)