Rafael Van Dyke

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IT Manager · Agile/SCRUM Leader · Web Developer

Accomplished IT professional with over 20 years of software development experience that is skilled at managing successful software development teams in an agile environment. Offers a unique combination of technical expertise, business acumen, project management, and IT leadership to consistently deliver to plan and bring value to the organization.

- **Application Development Manager.** Hands-on manager that built robust software development team that delivers and maintains state of the art property underwriting software with $2 million budget that lead to purchase of 54% more properties in 2.5 years than the previous 11 years in company history.

- **Project Manager.** PMP®. Currently involved with software development of 5-7 projects at once with a development team that directly coordinates with business analysts and executive management.

- **Certified ScrumMaster.** Experience teaching and implementing a new agile/scrum environment within organizations. Currently responsible for ScrumMaster duties for scrum teams with project team members from multiple departments.

- **Architect.** AWS Certified Cloud Practitioner. Provides significant input on the architectural vision against business requirements for several software solutions, including the database and object models.

- **Leadership Skills.** Proven leadership that improves organization performance through coaching, mentoring, motivation, guiding, leading by example, and other skills. Genuine desire to achieve collaboration and excel in a team environment.

IT Management Expertise

Software Development Management · Mentoring · Code Reviews · Coding Standards · Interviewing
Agile/Scrum Leadership · Project Management · Instruction · Off-shore Team Leadership

Technical Skills

AWS · Visual Studio · ASP.NET · C# · SQL Server · MVC · Web API · Web Services · WebForms
HTML · JavaScript · jQuery · Bootstrap · Full SDLC · Object Oriented Concepts
Entity Framework · TFS · Microsoft Project · Dynamics CRM Plugins

Professional Experience

Senior Manager, Software Application Development · *Workday* · Atlanta, Georgia · November 2020 to Current

- Provides leadership, direction and guidance for a team of dynamic software developers to build and maintain features of the Workday Student Systems that supports application development in SaaS environment.
- Provides coaching, mentoring and support to the direct report staff in both technical and non-technical issues including high productivity, career growth and personal development.
- Plans releases and schedules development; works with the developers and cross-functional team members to provide estimates and initial assessment for proposed development tasks. Track and report progress of the project against key milestones and other activities to ensure on-time and high-quality delivery of the project.
- Contributes to process improvement within a development organization. Institutes and adopts best engineering practices.

Manager of Application Development · *CBS Corporation* · Atlanta, Georgia · May 2016 to November 2020

- Manages the activities of the application development staff in support of the CBS Television Distribution project initiatives - including forecasting, time tracking, vacation planning, goal setting, employee evaluation and career development.
- Responsible for understanding system requirements, tasking and estimating features, and following work management life-cycle processes such as keeping work items current.
- Creates technical documentation including approach documents, impact analysis, and physical and conceptual topology and component diagrams.
- Aligns teams' strengths and weaknesses with overall development plan, and participates in demand planning to build short and long-term project plans (forecasts) and roadmaps.
- Monitors and reports project and support progress, problems and solutions, and follows through to ensure dollars and time estimates are realized within planned limits.
- Provides guidance and assistance to the applications users and support teams on all aspects of application deployment, training and support, including: installation, configuration, and support.
- Actively participates in applications planning/strategy meetings and provides input on the most appropriate and effective use of applications.

Director of Application Development · *Key Property Services* · Marietta, Georgia · Nov 2012 to May 2016

- Manage team of software developers of all different levels. Roles include mentoring, training, and other tasks that lead to building a high performing development team.
- Lead development of applications that primarily use .NET, C#, MVC, Entity Framework, jQuery/JavaScript and SQL Server 2008 R2 databases. An average of 25% of time spent coding. Converted existing WebForms application to MVC4.

- Built state of the art property underwriting software with $2 million budget that lead to purchase of 54% more properties in 2.5 years than the previous 11 years in the company's history.

- Key contributor to high level software architecture against business requirements for all new application projects, including database design and business logic.

- Oversees agile environment with team responsible for the implementation of Microsoft Dynamic CRM to centralize data from multiple sources and automate work order processes, including billing.

ASP.NET Instructor · *Learning Tree International* · Marietta, Georgia · Jan 2005 to Nov 2012

- Taught multi-day hands-on training to technology profession nationwide (online and in the classroom), covering curriculums on ASP.NET, Microsoft MVC, WCF, jQuery, and AJAX.

- Created and taught custom courses in .NET for specific clients.

Lead Software Developer · *Ovations Management Solutions* · Atlanta, Georgia · Jan 2012 to Oct 2012

- Contributed towards new design, development and ongoing maintenance of Ovations' primary application and all supporting applications. An average of 60% of time spent coding.

- Managed off-shore development team and actively participated in process, design and architectural discussions.

Lead Web Developer · *TeleMed* · Marietta, Georgia · Aug 2009 to Dec 2011

- Led web development of new HIPAA-compliant product offerings (such as MyOffice, MyTeleMed, and GetTheDoctor) that provides cloud-based medical answering solutions to medical facilities nationwide.

- Lead development of new web solutions that provided customers access to their patient records and other common features, which reduced inbound calls to their call center for routine information.

- Architected the development and redesign of the company's HIPAA-compliant web portals.

.NET Consultant · *Magenic Technologies* · Atlanta, Georgia · Feb 2008 to Aug 2009

- Responsible for providing superior .NET development and consulting for its external customers.

- Assisted Turner Broadcasting System build a custom SharePoint application using custom web parts and ASP.NET to help streamline their new show approval process.

- Part of the development team that helped BeavEx, Inc. convert a VB6 application to a .NET Window Forms application that uses CSLA 1.5 with SQL Server 2000 on the backend.

IT Consultant · *Comsys IT Services* · Richmond, Virginia · Oct 2006 to Feb 2008

- Lead .NET development and consulting for external customers.

- Part of the CarMax.com team that contributed to development of their backend .NET console applications and their major website redesign.

- I also assisted in developing a patient tracking system for Patient Services, Inc. (PSI), which originally was a Microsoft Access database later converted to a .NET 2.0 with a SQL Server 2005 database.

Web Developer · *Philips Healthcare* · Atlanta, Georgia · May 2005 to Oct 2006

- Member of the Database to Information (D2I) Reporting department, responsible for creating global reports for the call center and for the entire Philips organization worldwide. These reports were ASP.NET 2.0 web applications with SQL Server 2000 databases.

Web Developer · *ChartONE* · Atlanta, Georgia · Oct 2003 to May 2005

- Member of the development team that created and maintained the applications that make up the ChartONE eWebHealth Suite, which provided solutions for hospitals to store and retrieve their medical files online. These applications were deployed using the .NET 1.1 with a SQL Server 2000 database.

Programming Manager · *Apogee Interactive* · Atlanta, Georgia · Apr 2001 to Aug 2003

- Managed small group of four (4) developers and oversaw all software development projects, including the company's online energy trading product, The Demand Exchange.

- Improved the software development process by establishing standards and best practices, and providing mentorship, code reviews, and training.

Project Manager / Web Developer · *Definition 6* · Atlanta, Georgia · Apr 1997 to Aug 2001

- First programming job where I learned classic ASP and worked with project manager, graphic designers, and QA engineers to develop websites and web applications for clients.

- Developed the company's proprietary project management application that tracks their client hours and manages their billing process. Built using classic ASP with SQL Server, and is still in use today.

- Switched from developer to project manager over several accounts.

Education

Master's in Business Administration – I.T. Management
WGU · 2016

Bachelor of Science in Business Management
WGU · 2014

Certifications

AWS Certified Cloud Practitioner
Amazon Web Services - 2020

Certified ScrumMaster (CSM®)
Scrum Alliance - 2018

Project Management Professional (PMP®)
Project Management Institute (PMI®) - 2017

CompTIA Project+ Certified (2009 Objectives)
CompTIA · 2013

Microsoft Certified Professional (MCP®) – ASP.NET 3.5 using C#
Microsoft · 2006