

WILLIAM M. MAINTZ II

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CAREER SUMMARY

Senior-level Hands-On Technical Lead / Solution Architect / Business Systems Analyst / Software Developer with an extensive background in application development and/or modification. Possesses a well-rounded developer background in the conception, design, development, and implementation of a full array of computer products and systems. A versatile communicator who has demonstrated excellent oral and written communication skills by delivering technical and business information to diverse audiences, from small senior management groups to large convention assemblies. Recognized for his ability to bridge the technical and business aspects of the organization as the technology changes and impacts core business values. And most importantly, a problem solver with the knowledge and experience to quickly solve problems and keep application development moving forward.

KEY COMPETENCIES

Business Requirements Gathering
Technical Specification Documentation
Custom Software Development

Operational Analysis
Change Management
Guidance/Mentoring

Systems and Procedures Development
Testing/Quality Assurance/Control
Personnel and Staff Development

SELECTED ACHIEVEMENTS

Quickly developed websites

Using HTML, SCSS, CSS, ASP.NET, Razor C#, JavaScript/Typescript, the Angular framework, Bootstrap, node.js Responsive Web Design, and C# back-end APIs, I've developed websites using each of these technologies / frameworks and have developed expertise on the complimentary tools used with each. This experience includes the use of multiple editors, IDEs, repositories, SQL back-ends, graphic design tools, compilers, syntax checkers, and automated testing tools.

Developed and implemented a code generation system and supporting infrastructure

As the architect and designer of TriZetto's Launchware, I developed a set of scripts and utilities designed to streamline the code promotion process and developed a code generation system as well as the supporting file and utility sub-systems which removed the manual localization of files and automated the creation of over 1500 report generation scripts on two separate operating systems and multiple servers for each client at TriZetto's hosting center in Denver, CO. Result: The error rates associated with the promotion and implementation of those programs and scripts was reduced from 28% to 2%.

Reduced Change Management efforts through reusable code and customization through CSS

While working as the Lead Developer of a firm's multi-client Java, JSP, and WebSphere-based web portal, utilizing XML SOAP web services to acquire and update sensitive PHI data, I developed client-specific front-ends (the GUI) utilizing the same HTML but with separate CSS (cascading style sheet) files and custom back-end code for each client's web portal and web services. This provided each client unique graphics, their own color scheme, and specialized functionality, while maintaining the same reusable base core system. This approach reduced the need to modify the same code on multiple client's systems and, therefore, reduced the testing effort as well as the source code and change management processes maintained within a TFS platform.

Created methods and procedures for quickly and accurately collecting business, process, and technical requirements

While working as the Architect and Business Process Analyst at Blue Shield of California, I headed a team responsible for interviewing end-users, collecting user and system requirements (both functional and non-functional), defining business process flows, and technical specifications. The requirements collected from 12 different departments were then assembled into one comprehensive document, reviewed and approved by each department, and then used as the basis for hardware acquisition and software development.

Converted concepts to program designs and created project plans for their development

While working as the Data Architect of an international firm's computer software subsidiary, I analyzed the research data and then, using the ERwin data-modeling tool, created the data model for a multi-lingual, relational database for an internationally distributed software product. The design allowed each software program in the multi-program suite to run independently of each another or in conjunction with any one or all of the other programs and have its contents presented in English or one of seven foreign languages.

EDUCATION

B.S. – Business Administration/Management Information Systems, Southern Illinois University

TECHNICAL EXPERTISE

Operating Systems:

- Windows NT / 95 / 98 / 2000 / 2003 / 2008 / 2012 / XP / Vista / 7 / 8 / 10 / 11, Azure Cloud
- UNIX, AIX, HP/UX, LINUX

Languages/Frameworks/Libraries:

- C, C++, C#, PERL, Visual Basic, VB.NET, VBA, VB Script, JavaScript, Windows Script, PowerShell, UNIX Shell Script (sh, ksh, csh), HTML/HTML5, Razor CSHTML, CSS/CSS3, ASP.NET, JSP, JQuery, MVC, Angular JS, Angular (v2-13), RxJS, Knockout, Bootstrap, node, Kentico, Kendo, Angular Material, pdf.js, ngx-extended-pdf-viewer, XAML, ADO.NET, Entity Framework, JSON, REST APIs, SOAP, XML, XSLT

Databases:

- Sybase (11.x, 12.x, 15.x), Oracle (7.x, 8i, 9, 11), MS SQL Server (6.5, 7.0, 2005, 2008, 2010, 2012, 2016), COSMOS DB, MySQL, Informix, DB2/2, ERwin DB Modeling (3.5.2), Power Designer 10.0, Firebase

Servers:

- WebSphere, PDC, DNS, DHCP, IIS, ISA Server, Web Services, Terminal Server

Tools:

- MS Office, MS Project, MS Visio, SharePoint, TFS, Visual Studio, VS Code, Expression Blend, SourceSafe, PVCS, sccs, git, Bitbucket, Jira, Confluence, Apache Ant, npm, grunt, gulp, bower, yarn, yeoman, Karma, Protractor, Eclipse, WebSphere, MQ, MS IE, Google Chrome, Firefox, EC Gateway, SSIS, SSMS, SSRS, Crystal Reports, Business Objects, Data Integrator, Brio, HPXR, Clarity

Other Disciplines:

- ASMX & WCF Web API, EDI, X12, ETL, Data Mart, Data Warehouse, n-tier App Dev, Cognizant/TriZetto/Erisco FACETS versions 2.94-5.01, Broadband RF, Bar Code Labeling

PROFESSIONAL EXPERIENCE

All Business Computer Services LLC, Lake St. Louis, MO -- Senior Consultant **2005 – Present**

Working as a Senior Technical Consultant, helped several clients design and develop new systems to either replace old ones or modify a current one to address a new business need. This included several major Healthcare Management Organizations like multiple Blue Cross Blue Shield's, United Healthcare, and Lumeris (Essence Healthcare) as well as a diverse assortment of other organizations like direct sales and retail sales organizations, manufacturers, and wholesale distributors. Because of a diverse technical background, the skill set provided to these and other organizations included requirements gathering, solution design, infrastructure architecting, software and SQL development, environment management, code promotion automation, automated QA testing, production deployment, and post-production support - essentially all phases of the full SDLC model. The excellence in technical leadership and superior consultation has resulted in several profound letters of recommendation.

TEK Systems – Premera BCBS, Bellevue, WA – C# Developer **May 2022-Aug 2022**

As part of their compliance with the Federal No Surprises Act and other internal program initiatives, Premera Blue Cross wanted to put the processes in place that would handle the exchange of updated provider information with other systems, including both internal and external ones (like Quest). Initially, the request was to have the inbound data from Quest parsed and reorganized into an internal record format. The ETL work on this inbound provider data that was sent from Quest to Premera Blue Cross was in the form of a csv file. The Federal No Surprises Act necessitated that the data be kept current and updated within 48 hours of any change. The acquisition of that inbound data from Quest was transitioning from a push process from Quest to a pull process from Premera by accessing a newly created remote Quest API and pulling that data on an as needed basis.

Technology Partners Inc. - Kennelwood & Swipesum, Chesterfield, MO – Web Developer **Aug 2021 - Dec 2021**

Two of TPI's clients wanted improvements made to their existing Angular websites. The first required the integration of the Angular front-end and Kendo UI component library with a C# web API/SQL/Entity Framework backend. The second project involved the modification of an Angular front-end and Angular Material UI component library with a Firebase DB and the reading, extraction, and manipulation of columnar text from PDF files. The text extraction from the PDF files allowed the user to compare credit card processing fees of one credit card processing vendor to another.

All Business Computer Services LLC (ABCS), Lake St. Louis, MO -- Senior Consultant**2005 – Present****ABCS Project – Fight to Become Cancer-Free****May 2019 – Apr 2020**

There is a gap in my employment due to me being diagnosed with Cancer in 2019. My ability to travel to a remote job site was negated by the need to attend daily radiation treatments and weekly chemotherapy injections locally. Hence, a gap in my employment stream was created. I became Cancer-Free in April of 2020 and was ready to resume my previous work by, once again, traveling to remote job sites to perform custom software development. However, about that same time, the COVID-19 pandemic hit and prevented me from engaging in those travel activities, especially due to my immunocompromised condition acquired from the radiation and chemotherapy treatments. I, therefore, used this “downtime” to perform some self-study to improve my knowledge of the Angular Framework and some of the various authorization techniques used to connect to the backend Web API platforms. Prior to the pandemic, the option of performing remote-work wasn’t as widely accepted as it is today.

ABCS Project - All Scripts/Avenel, Litchfield, IL – Senior Developer**Jul 2018 – Nov 2018**

Working as a Senior Developer, I developed Azure-based Service Fabric Micro-Services that would 1) provide an audit trail of other micro-service activity and save that activity to a Cosmos DB, and 2) created another micro-service that would provide an externally accessible API that would communicate with and interact with an Azure Data Lake Factory API. The result was an API that would provide a list of Data Lake Factory jobs or operations. The development environment utilized Agile methodology and included Windows 10 Workstations, iPhones, iPads, Azure Cloud Service Fabric, Cosmos DB, MS Visual Studio 2017, .NET Core, NuGet, Postman, MS Code, PowerShell, Node, Agile Methodology.

CPMG, Chesterfield, MO – Lead Developer**Nov 2017 - Mar 2018**

Cordell Practice Management Group (CPMG) maintained multiple external websites pertaining to men’s divorce proceedings as well as an internal-facing website that allowed Cordell and Cordell lawyers to enter client information, track their billable time, produce invoices, and track lawyer performance through client surveys and post-litigation feedback. There were also multiple background processes, written in multiple computer languages, and other backend 3rd party applications that were a part of the record-keeping activities and required two-way communication with the internal front-end website. When I first started, most of the development activity was occurring directly in the production environment, which proved problematic and in need of change. Upon my departure, four separate environments had been established with consistent database naming conventions throughout, environment-specific variables had been separated from the executable code and stored in separate configuration files, and guidance had been given on steps to continue that design. This setup allowed them to promote code from one environment to the next without any modification or “localization” of code. There were also measures being taken to control access into the Test and Production environments so that code promotion could be better regulated.

ABCS Project – True Manufacturing Corporate Website – Web Developer**Nov 2016 – Mar 2017**

The client wanted to update their Kentico CMS website to allow a user to scan the QR Code affixed to each of their manufactured refrigeration products via a user’s smartphone and have the system return the serial number and other information about that particular piece of equipment. They also wanted to allow the user to enter the serial number manually on a smartphone, tablet or desktop computer and have the system return the same information (for example: <http://www.truemfg.com/QR/9995430>). Another project involved the incorporation and interactive display of a parts breakdown SVG format graphics file upon the successful entry of a manufactured product’s serial number. It allowed the user to drill down through multiple levels of parts disassembly until the user was able to identify the exact part they needed. The Kentico CMS system utilized an MVC framework that allowed the development and inclusion of Web Parts as well as traditional HTML development that incorporated JavaScript, JQuery, KnockoutJS, Bootstrap, and CSS. Additionally, multiple SQL stored procedures were developed for retrieving the needed information from multiple databases on multiple servers. WCF Web Services/APIs were also developed that called the stored procedures and returned the information to the requesting JavaScript. The HTML web page was created using Bootstrap’s row/column structure and multiple CSS media definitions allowing the same page to be viewed on all devices from a Smartphone to a huge Surface Hub display screen. The production deployment process utilized Visual Studio publishing, a TFS repository, and was completed on an Azure Platform using blob storage for all of the graphics files.

ABCS Project – Lumeris / Essence Group Healthcare – Senior Developer**Aug 2015 – Jan 2016**

Lumeris, the software development arm of Essence Group Healthcare, needed to provide additional Electronic Healthcare Record (EHR) transaction processing (specifically 270/271 and 276/277) for multiple trading partners and

two separate Blue Cross Blue Shield organizations through the Blue Exchange. Three separate C# applications were developed, each of which used a common function library. The three applications were 1) a Windows Service application, 2) a Web Service application, and 3) a Test Suite testing tool. The Windows service ran on a Facets Application Server and read the inbound queue of the IBM WebSphere MQ Server, performed some pre-processing edits, sent the transaction to the HIPAA Gateway Web Service, performed some post-processing edits on the response, and placed the edited response on the outbound queue. The web service application provided access for trading partners so that they could submit those same transaction types directly. The Test Suite testing tool allowed the QA tester to load and send specific transactions through the MQ Server, through the external Web Service, or through an internal direct connection and capture the resulting response transaction for compliance analysis. It also provided the ability to identify multiple transaction files to run through the system in mass, thus allowing easy regression and performance testing.

Beacon Hill Technologies, Chicago, IL – Senior App Dev Project Manager

Jun 2014 - Jan 2015

As the Senior Project Manager for three major projects within Express Scripts, Inc., worked with multiple onshore and offshore teams in multiple locations to define, design, develop, and test the solutions to identified business requirements prior to implementing them into the production environment. This included working within the EPMO department of ESI to coordinate the use of matrixed resources who were also working on several other projects. Simultaneously managed multiple projects, each having separate delivery dates (one having six separate staggered implementations) and successfully deployed each project's solution into production under budget.

GenPact/Jawood, Bingham Farms, MI – Senior App Dev Project Manager

May 2013 – April 2014

As the Senior Project Manager for a major project within Noridian Healthcare Solutions, was responsible for coordinating the replacement of their EDI Front-End application. This included project management, infrastructure design, environment management, training coordination and scheduling, and executive-level reporting. The new solution utilized a more robust and scalable system architecture which necessitated the deployment of a newly architected infrastructure into each of four environments defined within their SDLC model and the coordination of efforts and collaboration with a 3rd party software firm. Technical leadership was required to identify the many connection points within the process flow so that the implementation would allow the smooth transition from the old system to the new. Additionally, I took over the project management of a Provider Portal Project which used an Agile development methodology and the Jira tool to manage, track, and report on its progress.

Lanier & Associates, Atlanta, GA -- Senior Consultant – Technical Lead

Feb 2003 – Jan 2005

Technical Lead at TriZetto's Denver Hosting Center - multiple projects. In the first of four projects, led the development of a suite of PERL programs that merged the contents of two FACETS RDBMS databases into one, maintaining full referential integrity in the process. In a second project, led the development of an automated EC Gateway Script Duplication sub-system that reduced the development time of HIPAA Gateway Scripts from 5 days to 5 hours. In a third project, automated the creation of UNIX Korn shell scripts that created reports and transmitted them via ftp to a remote client site, again allowing TriZetto to realize the benefit of significantly reduced development time. In the fourth project, automated the conversion of raw data into fully relational data that allowed it to be quickly inserted into a FACETS database, thereby saving hundreds of hours that would have been spent performing the same task manually.