Thomas Freeberg
1732 Bamboo St.
Roseville, CA 95747
916-772-2915
thomas@thomasfreeberg.com
http://www.thomasfreeberg.com/

TECHNICAL EXPERIENCE

Programming
Microsoft .NET Framework 3.5 4.0 4.5, Visual C#, PHP 5.5, HTML, CSS, JavaScript, Object-oriented analysis, design and development, Transact-SQL, Service-oriented Architecture, Source control (SVN), SOAP, Visual Studio 2010 2012, ASP.NET, ASMX Web Services, Windows Communication Foundation (WCF), StyleCop, SQL Server, Active Directory Federated Services 2.0, Single Sign-on (ADFS), Federated Identity Management, Windows Identity Foundation (WIF), Security Assertion Markup Language (SAML), AJAX, JQuery, JQuery UI, Entity Framework, JSON, MVC

Database
Sybase ASE, Microsoft SQL Server, MySQL

Server Management
Windows Server 2008, Windows Server 2003

Design
HTML/DHTML/XHTML (able to hand code), CSS, Adobe Creative Suite: Photoshop, Illustrator, Dreamweaver

WORK EXPERIENCE

07/2012 - Present
Software Engineer V (Web-based applications)
Consolidated Communications (purchased SureWest) – Roseville, CA

Provides enhancements, maintenance, and review of inherited solutions in a fast-paced environment. The Software Engineer V position assists with the design and re-writing of enterprise systems and is responsible for the development of the public web-based application codebases. The position requires independent and unique thinking, communicating effectively (both written and verbal), and utilizing problem solving and technical skills to implement solutions.

Effectively participating in all technical aspects of the software development effort to implement highly effective software solutions in a timely and efficient manner. Implementing solutions using a variety of tools, including .NET, C#, SQL, and other graphical and report generation tools. Learning the existing codebase and suggesting alternative, more elegant/efficient ways to re-write and enhance upon it. Communicating development issues to management for both implementation and scheduling purposes, participating effectively in the design process and software development life cycle in a team environment, and taking ownership of previously existing software. Handling several concurrent tasks and meeting scheduled milestones for each.

- Implemented and setup single sign-on for Consolidated's online public facing assets including the customer portal and other self-help applications using industry standard Service-oriented architecture methodologies. Worked in a very small group we developed and implemented an active directory federated services (ADFS) based solution that provides users with single sign-on access to systems and applications located across organizational boundaries. Part of this project was to design the client, which included these actives: create account, change attributes, delete account, promote secondary account, recovery of password (forgot password), and recovery of

username (forgot username).

- Assisting with early stages of integrating SureWest.com and Consolidated.com to create a web applications that uses the best of both.

- Early stages of gathering requirements for an online ordering applications that is both flexible and easy to use for both internal and external user base.

- Ongoing maintenance of SureWest.com. Includes care and feeding of online ordering for new customers and updating marketing pages.

Skills Used: Pair Programming, Design Patterns, Architecture, Requirements gathering
Technologies used: PHP 5.3, MySQL 5, jQuery 1.8, Visual Studio 2012, SQL Server 2008 R2, .NET 4.5/C# 4.0, ASP.NET Web Forms, ASP.NET AJAX, HTML 4.0, JavaScript 1.5, CSS 2.1, WCF, Microsoft Enterprise Library 4.1, Unity 1.2, ADO.NET, Transact-SQL, WIF, Active Directory Federation Services (ADFS) 2.0, SAML 2.0, WS-Federation 1.1, Windows Server 2008 R2, IIS 7.5.

6/2006 – 07/2012
ITS Designer (Web-based applications)
SureWest Communications – Roseville, CA

Develops, modifies and maintains computer programs and web-based applications (ASP.NET C# & PHP based) of moderate to high difficulty, from information provided in program specifications, service requests and statements of problems. The primary database used by the internal CRM system is a 500 plus table Sybase database. Also, used by the web sites are multiple MySQL databases. The web sites primarily interact directly with the MySQL databases but interacting with the Sybase database and other data sources is done through a number of web services. In addition to SureWest.com (primary web site) the customer facing portal, currently SureWest.net, falls under the umbrella of responsibilities. This includes the interfaces between the third party vendor and the internal systems used to authorize and authenticate the end user. Maintenance and new development of the self-help applications written in ASP.NET/C# including phone features manager, remote DVR, online ordering for existing customers and the portal client that is used by the customers to navigate to these applications.

- Redesigned, re-architected, rethought single sign-on for SureWest's online public facing assets including the customer portal and other self-help applications using industry standard Service-oriented architecture methodologies.

- Helped develop an integrated online ordering application for existing customers that interfaces with SureWest's existing CRM system. This application allows customers to increase or decrease their service level within a revenue generating unit. Customers can also add and remove Advanced Digital TV premium packages, and a la carte items. I was one of the primary developers who also performed project management tasks including updating management and other stakeholders.

- Create new processes for an order shell to be created for new customer orders using the existing custom written CRM system. Managed requirements gathering, requirement documentation, interfaced with multiple different business entities (Sales, Customer Care, Accounting, and Legal). Involved converting very manual processes with little business rules to a complete process from end to end that required only limited interaction with the support staff.

- Developed an internal web-based application that allows the business to administer circuit numbers used by large business customers at SureWest. This project required that I analyze the current business practices and gather requirements from the business. Once this project was completed I had removed a very labor intense paper-based workflow to a single point where

multiple people can manage circuit numbers throughout the company.

- Integrated SureWest's lead generating online contact form into SalesForce.com. Accomplished this using the API provided from SalesForce.com. I took a very manual process and successfully converted the process into a fully automated process. This project was so successful that other divisions at SureWest are now looking at this solution for possible duplication.

- For the new SureWest Business Web site I acted as the business system analyst and gathered the requirements from the business, wrote the requirement document, and communicated the project requirements to the interested business partners. Once everything was approved I developed and implemented the service availability application for the web site using PHP and MySQL.

Skills Used: Pair Programming, Design Patterns, Architecture, Requirements gathering
Technologies used: PHP 5.3, MySQL 5, jQuery 1.3, Visual Studio 2010, SQL Server 2008 R2, .NET 4.0/C# 4.0, ASP.NET Web Forms, ASP.NET AJAX, HTML 4.0, JavaScript 1.5, CSS 2.1, WCF, Microsoft Enterprise Library 4.1, Unity 1.2, ADO.NET, Transact-SQL, WIF, Active Directory Federation Services (ADFS) 2.0, SAML 2.0, WS-Federation 1.1, Windows Server 2008 R2, IIS 7.5, OpenLDAP 2.4, LDAPv3, Sybase ASE 15.

2/2003 - 6/2006
Web Designer / Developer
SureWest Communications – Roseville, CA

Worked within Corporate Marketing to maintain a strategic plan for the Internet presence at SureWest, which was based on management priorities, policy directions, and company goals. Programmed and maintained HTML pages, PHP pages, and integrated multimedia assets (flash, video, etc). Managed links and cross promotions with other sites, ensuring the links where up to date and user friendly. Designed, programmed, and debugged web based applications using PHP and MySQL for internal and external audiences.

- Designed, developed and implemented a web-based application that allows prospective residential customers the ability to see what products, services and price points that are available to them at their premise address (serviceability available checker).

- Created the online contact forms application. This application replaced a large number of e-mail addresses that SureWest customers had used for support issues. By moving the email addresses to this application SureWest was able to track the support issues, monitor the customer service representatives replies, and most importantly monitor what type of issues were being reported by the customers.

- Designed, developed and implemented the online ordering application for SureWest using PHP and MySQL. With the help of the senior web designer we created the application from scratch by gathering the requirements from the business, creating the prototypes for review and programming the final application. This application played an important role in my promotion from Marketing to ITS.

- Proposed and implemented the migration of all SureWest's corporate web sites from the ISP's clutter customer servers onto dedicated servers maintained and controlled by ITS.

Skills Used: PHP, MySQL, JavaScript, Dreamweaver, Photoshop, Flash, HTML, CSS, and Requirement Gathering

2/2001 - 12/2002
Assistant, Faculty Technology Consultant & Technical Support
CSU Monterey Bay – Seaside, CA

Assisted in teaching technology to faculty and provided support. Designed and taught a number of workshops related to technologies at CSU Monterey Bay. Consulted with faculty about questions related to computer-based usage within their individual classes. When needed, troubleshot related educational technologies, programs, and equipment.

Skills Used: Dreamweaver, Photoshop, Illustrator, HTML, CSS

EDUCATION

California State University Monterey Bay | 1998 - 2002
Seaside, CA
Bachelor of Science - TMAC: Telecommunications, Multimedia, and Applied Computing