

Kevin B. Burns

Personal Info



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Work Experience

**Newcleus
Financial**
Newtown, PA

Director of IT & Development Operations

05/2014 – Present

I created and maintained a desktop (C#/WPF) thin-client and later converted it to the web using React. I developed the back-end using .Net Core WebAPI that initially communicated with an MS-SQL data warehouse, which I subsequently migrated to MySQL for cost and performance benefits. The data is financially influenced and comes straight from insurance carriers or utilizing data entry techniques from various departments throughout the company. This system would provide multiple validation measurements and system reports via SSRS and other HTML-based frameworks. A third party continuously audits the front-end and back-end systems to ensure security and compliance for our internal SASE SOC 18 controls.

Technologies used: *Azure, C# (.Core/Standard), WPF, MVC, WebAPI, jQuery, MS-SQL, HTML5, CSS3, Angular, React, Docker, Kubernetes*

- Analyze customer support metrics and refine processes.
- Design, document, and manage internal and external software projects.
- Design and planning of physical infrastructure projects.
- Ability to handle highly stressful situations and unexpected errors in an efficient manner.
- Backlog negotiation and project estimations.
- Designed and implemented unit tests, builds, and releases for CID pipelines in the Azure DevOps Platform.
- Mentoring for Junior and Intermediate developers.

- Communication with clients.
- Conduct training for new developers.
- Database, desktop, and web development.
- Develop and maintain applications passing through all stages.
- Establishing networking environment by designing system configuration, directing system installation, defining, documenting, and enforcing system standards.
- Identifying, diagnosing, and resolving network problems.
- LAN maintenance and support services to clients.
- Network and application security testing.
- I automated a vulnerability assessment framework for network device configurations.

**Hearing Lab
Technology**
Bristol, PA

System Administrator & Software Developer

09/2011 – 05/2014

I developed a system that would allow an audiologist to read, write, and configure hearing aid and hearing devices, both locally and to remote clients who could not leave their homes or care facilities. The audiologist could update firmware and make adjustments to the configurations of the devices to help the client hear better. The adjustments were based on their patient's audiogram over a USB hard-wired connection recorded from a separate device and fed into the software through a third-party API. Later, I revamped the system to utilize Bluetooth and created mobile applications for iOS and Android. Due to the scrutiny of the sensitive data, the system had to undergo extensive hardening to ensure all data sent and received adhered to the strict guidelines of HIPAA compliance.

Technologies used: *C#, MS-SQL, WebAPI, Pascal, C++, Assembly, HTML*

- Conducted benchmark tests for the applications and actively participated in the Quality Assurance process of development.
- I developed support tools to reduce the working time from hours to minutes and handled web server and database administration.
- Confirm program operation by conducting tests; modifying program sequence and codes.
- I created and maintained client websites.
- I designed and developed database architectures.
- I performed regular maintenance and development of a public-facing CRM and portal.
- Evaluated, recommended, and selected hardware and software solutions.
- Analyzed network data to determine network usage, disk space availability, or server function.
- I configured ACL settings for groups and individuals.
- I installed and configured computer hardware, software, systems, networks, printers, and scanners.

**American
Life EMS**
Bensalem, PA

System Administrator & Web Developer

08/2007 – 08/2011

I created, managed, and maintained a scheduling system that would allow a medical dispatcher to communicate and schedule appointments for a fleet of EMTs. The system would allow individual patients, hospital staff, and nursing homes to request transport. The services offered were based on the level of care required to suit the patient's needs. The system would communicate with ambulances and track them through GPS and Google map APIs in the initial release. It was later modified to incorporate billing methods through most major health insurance carriers.

Technologies used: *MySQL, Perl, PHP, HTML, CSS*

- Configured LAN, WAN, Wireless, and edge security equipment.
- Identified, diagnosed, and resolved network problems.
- Troubleshoot and maintained all networking devices and infrastructure across the enterprise, including switches, routers, and firewalls.
- Developed internal HIPPA compliant web and desktop software and maintained compliance infrastructure.
- I created and maintained tools throughout the office for information metrics and system maintenance.
- Corrected issues reported by end-users.
- Performance improvement and optimization on the existing user interface forms.

**United States
ARMY**

CISCO Network Engineer

07/2002 – 10/2004

- Network Penetration Testing.
- Web Application Security Testing.
- I worked on automating a vulnerability assessment framework for network device configurations.
- Configuring LAN, WAN, Wireless, and edge security equipment. Identifying, diagnosing, and resolving network problems.
- I monitored data network fault investigations in local and wide-area environments, using information from multiple sources.
- Updated network switching architecture and software revisions.
- Responsible for asset management, software installations, hardware issues, and orders. Comply with ad hoc tasks.
- I was in charge of purchasing equipment from several international suppliers.

**Computer
Specialty
Products**
Philadelphia, PA

IT Support

09/2001 – 05/2004

- Analyzed network data to determine network usage, disk space availability, or server function.
- Configuration of firewalls, routing and switching equipment.
- I configured and defined parameters for installing or testing local

area networks (LAN), wide-area network (WAN), hubs, routers, switches, or related networking equipment.

- Configured ACL settings for groups or individuals.
- Create graphic elements such as logos, banners, buttons, etc. Design websites for various businesses.
- Attended weekly client meetings to discuss the specifics of the automated tests.
- I had to regularly handle highly stressed situations and unexpected errors in an efficient manner.
- Coding, testing, and fixing programming errors.
- Communication with clients.
- Conduct training for new hires, administrators, and developers.

Certificates

Microsoft	Microsoft 70-483 C#	02/2019
Google	Operating Systems and You: Becoming a Power User	10/2018
Google	The Bits and Bytes of Computer Networking	07/2018
Google	Technical Support Fundamentals	04/2018

Education

Southern New Hampshire University	Computer Science	06/2016 - present
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Skills

Languages	Operating Systems	Databases	Web Tech	Cloud & DevOps
<ul style="list-style-type: none">• C#• C++• Python• Javascript• PHP• Java	<ul style="list-style-type: none">• Windows• Linux• Mac• iOS• Android	<ul style="list-style-type: none">• MS-SQL• SQLite• MySQL• PostgreSQL	<ul style="list-style-type: none">• Angular• ReactJs• HTML5• CSS3• jQuery	<ul style="list-style-type: none">• Azure• AWS• Netlify

Social Media

[Upwork](#)

[Stack Overflow](#)

[LinkedIn](#)

[Github](#)

[Instagram](#)

Technology Summary

C#	.Net Core	JSON	T-SQL	ASP.Net MVC	REST WebAPI	C/C++	JIRA
HTML5	SQL	MySQL	CSS3	JavaScript	Angular	Agile Methodologies	
SCRUM	Networking	IIS	AJAX	NUnit	jQuery	ReactJs	Linux
Shell Scripting	Android	Visual Studio	OOP	Bash	System Administration		
Business Analysis	Python	Git	TFS				