

Kathleen West

West Lafayette, IN (United States) 47906 | hello.kathleen.west@gmail.com | (765) 753-2711

[Portfolio](#) | [in](#) | [Git](#) | [Credly](#) | [C#](#) | [.NET](#) | [Microsoft ASP.NET](#) | [API](#) | [SQL](#) | [Azure](#) | Backend | Frontend

Expertise Summary

- Hands-On "Doer" of IT Systems: Software Development, Testing, Databases, and Integrations
- Tech: Full-Stack Experience
 - Backend Development: C#, .Net, ASP.NET, MVC, Web API, Restful, Services
 - Frontend Development: TypeScript, JavaScript, Angular, Bootstrap, JQuery, HTML, CSS, Razor
 - Data: Microsoft SQL, Entity Framework, ORM, RabbitMQ, Messaging, Hangfire (Scheduled Jobs)
 - Delivery and Platform: Containers, Docker, Pipelines, Rancher, Azure Cloud, Kubernetes
- Tools: Visual Studio, Azure DevOps, Agile Scum, VS Code, Unity, Windows, Linux
- Technical Writing, Requirements, Design Specification, Architecture, and Documentation
- Microsoft Certified: C#, .Net, Azure

Kathleen has 15 yrs. of experience analyzing business IT needs and engineering solutions in payments, electric utilities, pharmaceutical, financial, virtual reality, and internet industries with a variety of technologies. Kathleen's project experience has been diverse ranging from executing the business analysis "design phase" to hands-on development, implementation, and testing of the IT solutions. Kathleen and her husband reside in Indiana with no children, instead living along with their fur babies.

Work Experience Role Summary

12/2023 - 10/2024 | Senior Full Stack Software Engineer (C#, .Net, JavaScript, Vue.js) @ [PayIt](#)
04/2021 - 08/2023 | Senior Full Stack Software Engineer (C#, .Net, Angular) @ [Clearent](#) by [Xplor](#)
03/2020 - 01/2021 | Applications Developer (C#, .Net, VB) @ [Fair Collections & Outsourcing Inc.](#)
06/2020 - 11/2020 | Virtual Reality Software Developer Internship (C#, .Net) @ [The Commons XR](#)
03/2016 - 02/2020 | Student ([C# Programming Certificate](#)) | [Microsoft Certification: Programming in C#](#)
03/2012 - 02/2016 | Consultant | IT Engineer | Software Developer (C#, .Net, VB) | Tester (Various)
02/2008 - 08/2011 | IT Engineer | Software Developer | Data Analyst | Tester | Intreprenuer ([MISO](#))
05/2002 - 02/2008 | Applications Engineer | IT Developer | GIS | Tester | Field Engineer ([Exelon](#))
08/1998 - 05/2002 | Internet Engineer | Technical Support | Website Developer (Various)

Education

Graduate | [Illinois Institute of Technology \(IIT\)](#) | [Master of Electrical and Computer Engineering](#)
Undergraduate | [Valparaiso University](#) | [BSEE, Electrical Engineering](#)
[Specialized Certificate in C# Programming](#) | [UC San Diego Extension](#)
Mobile Web Specialist [Nanodegree](#) | [Udacity](#), Grow with Google Scholarship Recipient
Cloud Developer Using Microsoft Azure [Nanodegree](#) | [Udacity](#), Bertelsmann Scholarship Recipient

Code Samples and Portfolio

Portfolio - <https://portfolio.katiegirl.net>
GitHub - <https://github.com/kathleenwest>

Additional Details

Certifications & Licenses

2021 | Exam AZ-900: Azure Fundamentals | Microsoft | [Verify](#) on Credly
2020 | Virtual Reality Development | [CSE165x](#) and [CSE190x](#) @ UCSanDiegoX (UC San Diego)
2019 | Exam 483: Programming in C# | Microsoft | [Verify](#) on Credly
2003 | Engineer Intern | Indiana Professional Licensing Agency | [License ET30302255](#)

Desired Role

- Company Direct Hire - Full-Time Employee
 - **No Relocation** but may travel up to 10% for business
 - Indiana (Lafayette metro areas) | Virtual | Remote
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Professional References and Recommendations

- Public Recommendations on LinkedIn
 - Supervisor, Colleague, and Client References (see References document)
 - Letters of Recommendation from Former Employers
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Work Experience Details

12/2023 – 10/2024 | Senior Full Stack Engineer (C#/.NET) | Remote Employee
@ [Paylt](#) (*Modern Customer Experience and Payments Platform for Government*)

Letter of Recommendation and Reference from Employer

Backend Development

- C#, .Net, Web API, Restful, ASP.Net MVC, Services

Frontend Development

- Web Applications, Razor, JavaScript, Vue.js, Bootstrap, JQuery, CSS, HTML

Data

- Microsoft SQL with Entity Framework, Hangfire (Scheduled Jobs)

Tools and Process

- Visual Studio, Azure DevOps, Agile Scrum, Microsoft SQL Server, Pipelines, JIRA

Products – [Paylt Outdoors](#)

- Control Center: Admin platform for customers, agents, transactions, config, and reporting
- Internet Platform: Customer-centric platform for sales, licenses, volunteer, events, and more
- POS Platform: Agent-centric platform for sales, transactions, licenses, and reports

Other Projects, Responsibilities, and Activities

- Design, create, and implement customer-centric APIs for control center admin
- Production and customer integration support of real-time issues and hotfixes
- Knowledge sharing and helpful to team and customer support teams
- Project and product planning, architecture, and detailed story writing

04/2021 – 08/2023 | Senior Software Engineer C# (Full Stack) | Remote Employee

@ [Clearent](#) by [Xplor](#) (*Global platform integrating SaaS and payments*)

Backend Development

- C#, .Net, Web API, Restful, ASP.Net, MVC, Services, Microservices

Frontend Development

- Web Applications, Typescript, JavaScript, Angular, CSS, HTML, ASP.Net, MVC, Node.JS

Data

- Create and modify database projects to both on-premise and Azure cloud
- Architect, create, and implement messaging solutions with RabbitMQ

Tools and Process

- Postman, Splunk, Visual Studio, Azure DevOps, Agile Scrum, Redgate, Microsoft SQL Server, Slack, Docker, Pipelines, Container, RabbitMQ

Products

- Merchant Web Application: View and manage payment processing, accounts, billing, etc.
- Merchant On-Boarding Web Application: Merchant application for payment processing
- Third-Party Integrations: API support for third-party payment processing integrations
- Backend API and Apps: Develop and maintain API and other apps for the business operations

Other Projects, Responsibilities, and Activities

- On-call emergency production support of real-time issues and hotfixes
- Knowledge sharing and helpful to team and customer support teams

03/2020 – 01/2021 | .Net Application Developer | Remote Employee

@ **Fair Collections & Outsourcing Inc.** (*Leading Provider of Collection Solutions for Rental Housing*)

.Net Software Development: C#, VB, SQL Server, ETL, Web Applications, Databases, and Windows Applications Projects

-Custom Windows Multi-Threaded File Processing ETL & Database CRUD Application-

Individually developed this large custom business software in C# .Net with Visual Studio

Software Features

- Highly Reliable, Multi-threaded, Continuously Running, Fault-Tolerant, Reporting
- Aesthetic User Interface and Experience with Dashboard
- Real-Time and Historical Logging Display: View, Export, or Import XML Logs with XSD Validation
- Reports Display: Statistics, Results, and Performance of Work Batches
- CRUD: Create, Read, Update, and Delete Data to Microsoft SQL Server
- Dynamically Create and Change SQL Server Database Schema

-ASP.Net Web Pages-

Individually developed aesthetic and functional web pages in ASP.Net with C# .Net in Visual Studio

Features

- Query SQL Server, Develop Custom Logic and User Controls
- Implemented Custom CSS, JavaScript, and JQuery
- Display Results with User Interface (ex: datatables, fancy boxes, etc.)

Kathleen West - Resume

-Phone Vendor Web API Interface-

Individually developed an interface to a phone vendor Web API for usage in internal company applications.

- Developed C# .Net Class Library project to properly form and create external Web API Requests and also process the Response content into .Net models

Features

- Utility library to asynchronously perform the external Web API requests with query parameters
- Business relevant .Net data class models for Request and Response processing in JSON format

-Microsoft SQL Server-

Individually worked directly in production and development servers.

Activities

- Stored Procedures: Created complex, fault-tolerant scripts to implement CRUD for software
- Queries, Analysis, and Performance Testing: Created and ran queries directly in SQL server and analyzed results of software executing stored procedures.
- Added new business object model (BOL) interfaces for applications to read/write to SQL databases
- Created complex SQL data and process architecture diagrams in Visual Studio

-Other Projects, Responsibilities, and Activities-

- Developed a C# .Net ETL utility to convert CSV to XML while adhering to a specific schema
- Updated existing Windows Applications for new features

06/2020 - 11/2020 | Software Developer (Virtual Reality) Intern | Remote Employee

The Commons XR [<https://thecommonsxr.com/>]

Part of a software development team that developed a new immersive educational platform specifically designed to conduct and administer portions of classes in VR, enabling educators to see in real-time how well their students are engaging in a lesson, identifying at risk students while maintaining student data securely.

- C# .Net Development in Unity, Visual Studio, and Unity Collab
- Multiplayer Networking and Interactions, Photon, Unity Libraries, User Interface Menus

02/2014 - 02/2016 | EMS Project Engineer | Traveling and Remote Employee Utility Integration Solutions, LLC, a GE GRID Solutions Company (previously owned by Alstom)

While representing the energy management software vendor Alstom Grid's consulting unit UISOL, Kathleen worked for many clients both remotely and onsite consultation for two years. She enjoyed hand-on self-mastering of Alstom e-terra products (GMS, EMS, TMS, SCADA) on her laptop development environment. Some of her project accomplishments are listed below by client:

---Dominion Virginia Power---

Kathleen West - Resume

- Performed on-site factory acceptance testing (FAT) on customer servers for e-terra generation product (GMS) upgrade to version 2.6
(using existing test procedures and my SME product knowledge)

---Duke Energy---

- Duke Indiana Control Room Wallboard Display: Converted the control room wallboard display to a digital and real-time SCADA display with over 700+ stations
(using vendor graphical modeling software + utility scripts)

---PPL Service Corporation (PPL)---

- DMS Operator Request Tool: Developed a C# .NET operator and analyst client application that interfaces with Oracle databases to view equipment facilities databases, submit, and view change requests.
(programmed using C# .NET, Oracle databases, MS Access databases)
- External Modeling Template: Developed a user-friendly Excel template for modeling entire new substations with data entry validation, macros, and smart automation features that exported station model details to script files.
(programmed using VB.NET)
- External SCADA Modeling: Developed a user-friendly Excel template for modeling entire new substations in SCADA with data validation and automation features that exported station model details to a script file. Completed 20 external station model designs delivered to PPL staff for integration.
(programmed using VB.NET)
- External Network Modeling: Developed network modeling automated Excel design template that exported station model details to a script file. Completed 47 external station model designs delivered to PPL staff for integration.
(programmed using VB.NET)

---Florida Power & Light Company---

- AFS Reconfiguration Blocking: Created automated PERL scripts that extract model data from cases, link different data models, and generate over 1000 customized XML model files for the CSS SCADA application.
(programmed using advanced PERL and XML scripting)

10/2012 - 10/2013 | Senior Consultant | Traveling Worker "Onsite Contractor" The Structure Group (now Accenture) | Entergy Project (The Woodlands, TX and Pine Bluff, AR)

---Entergy (Houston, TX and Pine Bluff, AR)---

GMS (Generation Management Systems) Upgrade and MISO Implementation

Kathleen provided value to the project with her RTO (Regional Transmission Organization) background and Alstom Grid (GE) product experience with GMS, EMS, and SCADA. Her role as staff augmentation team member has been to create and implement a new generation management system with MISO integration. Kathleen authored technical application diagrams outlining the current energy management systems and future implementation strategies. She provided modeling solutions and technical support

for SCADA, generation, and e-terracomm applications. Kathleen was also the lead architect on a custom software solution for handling backup dispatch instructions.

- Provided technical support for a software upgrade to Alstom EMS v2.6
(SME for the product upgrade and team)
- Analyzed SCADA, ICCP, and generation models for implementation
(data analytics on databases)
- Created technical detailed design specification for a custom software implementation
(database, data model, design, product SME)
- Designed and implemented custom SCADA model solutions for integration into MISO Market
(data modeling, SQL-like script implementation, database implementation)
- Created technical and business process diagrams for EMS current and future state
(VISIO diagrams, Documentation, Business Analysis, product SME)

**03/2012 - 09/2012 | Consulting Validation Engineer | Traveling Worker “Onsite Contractor”
Commissioning Agents, Inc. (Indianapolis, IN)**

Kathleen authored technical reports evaluating the pharmaceutical laboratory and manufacturing systems for performance, trends in failure, and adherence to regulatory compliance standards. She also completed the required training modules (FDA and client mandated) and internal staffing firm courses on topics such as GMP, commissioning, validation, writing, execution, automation, safety, and project management.

Some of her project accomplishments are listed below by client:

---Novartis Diagnostics (Emeryville, CA)---

- Validated equipment and computer system evaluations for laboratory equipment and manufacturing systems
(technical writing, validation, database queries, reporting)

---Amylin West (West Chester, OH)---

- Referenced automation test protocols and wrote test reports
(technical writing, validation)

**02/2008 - 08/2011 | Engineer II | Carmel, IN
Midwest ISO (now MISO)**

Kathleen worked as a multi-disciplinary technical role supporting the RTO real-time operations organization. As part of RTO’s transition to a balancing authority, she tested and supported the Alstom GMS (generation management systems) and network applications. She then worked as a shift operations engineering role supporting the real-time applications and reliability of the power grid.

Kathleen then went to the role of an EMS Applications Engineer to support the many needs of testing, model integration, investigations of events, applications development, systems integration, and other diverse needs. She was the SME of network applications including state estimator, contingency analysis, power flow, dynamic ratings, etc. She developed network and SCADA models and technical solutions to

test and integrate new EMS applications and software enhancements to existing applications. Interacting with Alstom she thoroughly tested all new software integration with a high level of quality, finding undiscovered vendor defects, and extensively tested to ensure the utmost reliability of EMS applications. She taught company courses and created an interactive training lab for students being introduced to a new EMS application. As part of Alstom User's Group 2011, she presented twice on behalf of the company as an SME on network applications and dynamic ratings. She also developed new business processes such as a "Model Issue Resolution Process" to better improve the accuracy of the SCADA and network models and improve the existing business practices.

Highlights of Kathleen's Experience and Accomplishments at the RTO

- Network and SCADA experience, model development, testing, and tuning (databases, data modeling, software configurations, software testing)
- FAT, SAT, performance, and regression testing experience (software testing, manual, regression, data, and with scripts)
- Detected, analyzed, reported, and tested software defects in EMS (software testing, reporting, bug reporting to the developer)
- Designed, implemented, and conducted technical training classes with labs (presentation skills, engagement, created training materials)
- Presented technical seminars at conferences with large audiences (speaking and presenting, engaged with an audience)
- Custom designed EMS displays and performance tools (HMI displays, VB.NET, Excel, MS ACCESS, PI process book)
- Lead quality assurance on data models and software applications (business analysis, process improvements, reporting)

Exelon (ComEd) 2003 - 2008

Kathleen began her power engineering career as an intern in the distribution engineering department and continued to work as a reliability engineer after her graduation on the distribution side of the industry. She evaluated the power distribution equipment in the field, patrolled circuits, analyzed circuit maps for reliability, and performed asset management studies to reduce the outage frequency and duration to customers at the utility. She used GIS intelligence to map reliability issues to specific circuits and geographic regions. She analyzed the reliability data with GIS technology to present graphically to management reliability indices, metrics, and other statistics.

Kathleen then transitioned to a role supporting the control center for transmission and substation operations where she worked with EMS ABB network applications. She was responsible for maintaining the CIM computer models for real-time operations. She found an opportunity for improvement in business practices and developed an equipment ratings application that compared multiple databases between the utility and RTO to report on discrepancies in the SCADA and network equipment ratings. Kathleen also was responsible for off-hours 24/7 support for the state estimator and other applications.

09/2005 - 02/2008 | Sr. Analyst IT | Lombard, IL

Exelon | BSC IT ED Real Time

- Maintained EMS computer model data for real-time operations (databases, data modeling, CIM, XML, CAD)
- Developed equipment ratings application between ComEd and PJM

(Visual Basic, JAVA, XML, XSLT, databases, MS Access)

- Analyzed failures in power systems security in real-time
(HP UNIX, high-reliability systems, debugged error files)
- Determined and fixed data discrepancies in the network model
(quality assurance, data analytics, performance monitoring)
- Provided off-hours 24/7 support to customers
(pager, phone, remote, and on-site support)

**01/2004 - 08/2005 | Engineer | Oakbrook Terrace, IL
Exelon | Business Performance**

- Completed GIS maps and analysis for presentation to customers
(MapInfo, Photoshop, GE Smallworld, data visualization, public display)
- Worked on PowerPoint presentations for upper management
(presentation, graphs, data visualization, administrative reporting)
- Created and managed reports on business performance metrics
(Crystal Reports, MS Access, Excel, PI Historian, CMS, SQL)
- Worked on business plans and developed business scorecards
(MS Office, documentation, Excel, Word, management)
- Transformed GIS data using programming skills for data analysis
(GE Smallworld, FME, data analytics, SQL, data reports)

**06/2003 - 12/2003 | Engineer | Oakbrook Terrace, IL
Exelon | Reliability and Power Quality**

- Studied bus voltages and voltmeter violations for reliability improvements
(pi-historian, pi process book, SQL, databases, data analytics)
- Inspected distribution circuits for reliability issues and engineered solutions
(field work, CAD drawings, project work tasks)
- Performed reliability analysis and fusing coordination on distribution circuits
(GE Smallworld, CAD drawings, project work tasks)
- Determined and helped implement additional cost savings in asset management of equipment
(business reporting, pi-historian, mathematical modeling, data analytics)

**05/2002 - 08/2002 | Professional Engineering Intern | Rockford, IL
Exelon | Regional Distribution Engineering**

- Performed engineering field research and design on distribution circuits
(CAD, databases, field work, project work tasks)
- Investigated technical and field problems (technical investigations)
(field work, metering)
- Performed reliability analysis and fusing coordination
(GE Smallworld, CAD, work tasks)
- Worked on independent and team projects
(junior engineer, internship program)
- Investigated line clearance citations and engineered solutions with CAD
(field work, CAD, project work orders)

09/1999 - 05/2003 | Freelance Website Consultant | Hammond, IN

Designed, programmed, and managed web content and media for clients:
(HTML, CGI, PERL, JavaScript, graphic design)

Clients

USA Corvette
The Heartland System (Model Railroad Site)
Pension Consulting Services, Inc. (Valparaiso, IN)
Others...

**09/1999 - 05/2002 | Webpage Manager | Valparaiso, IN
Valparaiso University | Graduate Studies and Continuing Education**

- Designed and managed web pages for Valparaiso University
(HTML, graphic design, CGI, PERL, JavaScript)
- Developed online application and online forms
(HTML, CGI, PERL, JavaScript)
- Worked independently from home and in office
- Developed pages for multiple departments across VU
(ex: department of mathematics and computer science)

**08/1998 - 05/2000 | Internet Technician and Web Author | Highland, IN
Surfnet Inc. (Defunct) | Local Internet Service Provider**

- Helped customers with Internet related problems
(dial-up internet, help desk phone support)
- Designed and authored websites for customer contracts
(HTML, CGI, PERL, JavaScript, graphic design)
- Local newspapers featured my accomplished work done designing the first Schererville, IN police department website as a teenager