
To whom it may concern:

Thank you very much for your time. I hope this letter finds you well.

Some things to note about my career.

- Consider the post-hiring question, “Would you hire this person again?” Four of my employers answered “YES” to this question and hired me back a second time.
 - Innovative Technology (acquired by Teleco before the second hire)
 - Byers Engineering Company
 - Emerson Climate Technologies
 - AmeriSave Mortgage Corporation
- My 30 years of experience designing and developing software systems covers a variety of domains.
 - Embedded refrigeration, HVAC, and lighting systems (automation and control).
 - Residential mortgage marketing, origination, processing, underwriting, closing, and post-closing automation.
 - Data analytics
 - Utilities GIS mapping and infrastructure management.
- I have led software development teams in a variety of settings.
 - 100% co-located.
 - 100% remote with similar time zones.
 - Remote with very different time zones (offshore teams in Poland, Italy, India, and China).
 - Combinations of the above.
- I understand and firmly believe that:
 - Most developers can achieve great things, given the opportunity and, in many cases, encouragement, guidance and structure.
 - The purpose of most software is to solve real-world business problems. How effectively a software solution achieves that goal must be considered.

Please consider me as a candidate for any role requiring a motivated, logical, and clear thinker with excellent leadership, communication, and people skills. My depth of experience would add value to any product development team.

Thank you very much for your consideration.

Sincerely,



Leland Berg
+1 404-895-2374

Leland Berg

Software Engineer, Data Engineer, SQL Developer

Remote from Santa Fe, NM

bergdev@gmail.com

<http://www.linkedin.com/in/bergdev>

404-895-2374

- ❖ Motivated, logical, and clear thinker with excellent leadership, communication, and people skills.
- ❖ Understands that software projects are funded specifically to solve business problems.
- ❖ 30 years of experience developing and leading the delivery of software solutions for finance, network, telecommunications, database, mapping, graphics, and embedded control systems on a variety of platforms, operating systems, networks, and environments.
- ❖ Facilitates and enhances communication between stakeholders, product managers, testers, and developers, whether co-located, or remote (global time zones).

C (28 yrs)	Java (2 yrs)	RTOS (20 yrs)	Mercurial
C++ (23 yrs)	XML (5 yrs)	Wind River VxWorks (5.4, 6.8)	Alteryx
SQL (8 yrs)	JavaScript (5 yrs)	Linux (Ubuntu 3.12.10)	Atlassian Jira
SQL Server Management Studio	CSS (4 yrs)	Git	
Assembly Lang (3 yrs)	HTML (15 yrs)	GitHub, GitLab	

Kaizen Analytix LLC – Hospitality Industry Client

Senior Data Engineer (May, 2024 – April, 2025)

Support the client's marketing efforts while developing a unified guest profile.

- Support the client's marketing efforts while developing a unified guest profile.
- Design and implement automation to harvest historical data from vendors'/business partners' APIs and data stores, including reservation, waterpark day pass, spa, concierge chat, survey, and review data.
- Combine guest data from multiple vendors/business partners to build a unified guest profile.
- Support migration from Constant Contact and other marketing vendors to Braze.
- Create and deliver email marketing campaign segments, based on guest data from multiple vendors/business partners.

Copeland Cold Chain (formerly Emerson Climate Technologies) *third hire

Senior Software Engineer (Sep, 2023 – May, 2024)

Promote adoption of new products by facilitating migration from legacy embedded controller technologies.

- Convert and apply legacy configurations to their modern equivalent embedded supervisory controllers, using RESTful APIs.
- Migrated release delivery automation of embedded controller firmware and related Windows applications from StarTeam to Git.

AmeriSave Mortgage Corporation *second hire

VP of Technology (Aug, 2022 – Jul, 2023)

Led development teams in creating and supporting new workflows and loan process automation.

- Triage and prioritize development activities, based on business impact and available resources.
- Lead, advise, and support other development teams on best practices in the integration of and replacement of an existing monolith ColdFusion application into a cloud-based distributed microservices architecture.

Technology Team Lead (Sep, 2021 – Aug, 2022)

Led development teams in creating and supporting new workflows and loan process automation.

- Troubleshoot issues with vendor integrations by collaborating with the appropriate technical and business personnel to expedite resolution.
- Onboard new developers, helping set up development environments, mentoring on system architecture, best practices, code patterns, data models, industry domain knowledge, etc.
- Define the architecture for and lead development team to integrate a post-closing loan audit vendor into existing workflows and data models, including order placement, document exchange, and audit results management.
- Lead an architecture and development team to move existing mission-critical integration of a loan disclosure generation vendor from a monolith ColdFusion to a cloud-based distributed microservices architecture.

- Advise, review, and deploy business workflow, architecture and code changes for a variety of fixes and new development.

Senior Web Developer (Apr, 2018 – Sep, 2021)

Led architecture and development of new workflows and loan process automation.

- Defined the architecture for and led development to integrate multiple lender-preferred title vendors into existing LOS, spanning initial pricing quotes (fees), lender-preferred title vendor assignment, order execution, exchange of notes, documents, events, and post-closing workflows.
- Integrate automation with existing and evolving workflow processes, including loan data update (loan amount, contacts, etc.), clear-to-close (and withdrawn CTC), signing requests, notary confirmation, CD balanced, funding disbursed, disbursement delay, signing confirmed, signing cancellation, post-closing package exchange with title vendors and document custodians.
- Integrated multiple lender-preferred title vendor automations into closing and post-closing workflows, including funds disbursement (and delays), signing requests, signing/notary confirmation, post-closing investor document management for the same 5 lender-preferred title vendors.
- Managed and developed applications which enhance the customer-facing website and streamline mortgage business processes, including ensuring regulatory compliance for and automating online application, underwriting, closing, funding, post-closing and more.
- Delivered fixes and improvements to all operational parts of the business, including Consumer Sales and Marketing, Processing, Underwriting, Compliance, Closing, Post-closing, Quality, and Investor Sales and Marketing.

Emerson Climate Technologies, Retail Solutions *second hire

Software Manager (Jan, 2016 – Mar, 2018)

Coordinate development teams, and their leadership from the US, Italy, and China to deliver and maintain refrigeration, building and lighting control systems.

- Defined processes, roles, and responsibilities for the global developer team and its management.
- Improved quality of offshore development team by developing, and socializing coding standards, best practices, and process standards.
- Led major refactoring of version control/change request management workflow for global development and QA teams.
- Implemented RS-485 bus management system to mediate network traffic for multiple serial port users, and manage control and configurations for a large number of serial devices.
- Led major parts of the effort to merge two application architectures, each of which, came from separate corporate acquisitions.
- Designed and led implementation of a small footprint, object-oriented IPC.
- Improved user experience by designing and implementing a reset/startup framework for an embedded system's browser interface.

Senior Embedded Software Engineer (Mar, 2014 - Jan, 2016)

- Provided domain expertise to optimization team in porting the VxWorks flagship supervisory controller to embedded Linux ARM platform.
- Designed and implemented an embedded Linux process manager, featuring a deterministic process launcher, thread/process watchdog, and signal/exception handler.
- Designed an RS-485 serial port manager to support multiple client process.
- Designed an application data manager to optimize data access from multiple processes.

Amerisave Mortgage *

Web Developer (Nov, 2012 - Mar, 2014)

Developed, maintained and enhanced browser-based and back end applications, utilizing SQL, HTML, Javascript, Cold Fusion, Java, and XML for all phases of a mortgage business, including application, processing, underwriting, closing, funding, post-closing and secondary marketing.

- Developed, maintained and enhanced Electronic Data Interchange (EDI) applications to capture government agency data and electronically deliver mortgage loans to investors in version 3 MISMO (ULDD) and other formats, resulting in an increase in secondary marketing profitability.

- Directed changes to business processes to facilitate the electronic sale of Mortgage-Backed Security (MBS) and cash pools to Fannie Mae, Ginnie Mae and Freddie Mac. Stakeholders included underwriters, post-closers, secondary marketers, investors, and hedge partners.
- Designed, developed and maintained a system for configuring, assigning and executing mortgage loan deficiency audits. This facilitated identification of weaknesses in the business process workflow, thus improving the quality and profitability of loans delivered to investors.
- Maintained and enhanced applications vital to the collaboration between Amerisave's investment hedge partners throughout the life cycle of a mortgage (from lock through investor purchase).
- Developed, maintained and enhanced automated methods of capturing borrowers' documents and other information, required during the mortgage application, underwriting and closing processes.
- Enabled a new business channel by integrating automated tracking and auditing of FHA, VA and USDA mortgages from third party originators.
- Automated email and fax communications with borrowers' insuring agencies to request proof of hazard insurance and/or notify of change in mortgagee clause.
- Planned, implemented and directed the migration of mortgage interest rates database servers to enhance performance, including a reconfiguration of the MS SQL Server replication configuration. Migration plan accounted for minimal impact on normal operations and allowed for rapid rollback.

Emerson Climate Technologies *

Embedded Software Engineer (Contract: Sep, 1996 - Oct, 2012)

Worked on refrigeration and HVAC control embedded systems, utilizing C/C++, XML, assembly lang, and Python.

- Technical leadership of others:
 - Successful redesign of legacy core subsystems to support a 32-bit data architecture.
 - Successful design and implementation of foreign (including Asian) language support for legacy Windows applications.
- Designed and implemented:
 - Task framework to integrate messaging, watchdog and other features.
 - Scalable messaging subsystem to unify disparate networks, devices and protocols (Ethernet, RS-232, RS-485, LonWorks).
 - Proprietary remote graphics terminal client/server.
 - File services wrapper subsystem.
 - Factory/field/remote firmware load/upgrade.
 - Control data logging subsystem.
 - Various MT-RTOS thread analysis tools.
 - Multi-layered watchdog subsystems.
 - System hardware diagnostic test subsystems.
 - Proprietary feature licensing subsystem.
- Implemented a variety of proprietary system components and device drivers:
 - Proprietary application runtime scheduler.
 - Proprietary memory management.
 - Proprietary flash file subsystem.
 - Network communication (RS-232, RS-485, LonWorks)
 - Processor exception handling
 - Precision time keeping
 - Keyboard.

Maintained and enhanced a Windows application for monitoring, configuring and deploying a suite of control systems utilizing C/C++, XML, and SQL.

Personal Ventures

Web Development (2001 - 2003)

Designed/implemented media-album.com, a web-based photo sharing service, utilizing a controller servlet, implemented with Java, HTML, Javascript, XML, JSP and Java Beans.

- Java Advanced Imaging API automatically generates thumbnail and reduced-sized images.

- Java Mail API used for feedback and link sharing comments.
- Persistent configuration data managed, using XML Document Object Model.
- Java introspection features bind class property names to HTML form field and XML element names.
- Designed/implemented forms-based framework to present Microsoft Excel spreadsheets in a variety of formats (calendars, reports, catalog, etc.), allowing remote users to maintain their own "database" with MS Office. Updated files are uploaded using an authenticating servlet.

Health Watch

Web Developer (2000)

Developed and maintained a 3-tier Healthcare Enterprise DBMS, using Java, HTML, Javascript, servlets and JDBC.

Byers Engineering *second hire

View Products Development Manager (Aug, 1995 – Sep, 1996)

Managed development and support of a utilities infrastructure management GIS application, using C/C++ and SQL.

Teleco (Innovative Technology) *second hire

Director of Technical Resources (Jun, 1994 - Jul, 1995)

Led a team of 20 software development and technical support engineers, and operational support staff to develop, enhance, support and maintain a variety of PC-based IVR products.

Byers Engineering *

Analyst (Aug, 1992 - Jun, 1994)

Implemented facilities mapping and management applications on a variety of platforms, utilizing C/C++ and SQL.

- GIS feature identification, rendering and management.
- Integrated CAD graphics with other data stores.
- Implemented applications which synchronized mobile field notebook systems and enterprise information systems.
- Implemented work order management.

Innovative Technology *

Various Roles: Technical Support Manager, OEM Instructor, System Administrator (Jul, 1988 - Aug, 1992)

Supported, tested and collaborated in the development of PC-based IVR applications, including Voice messaging, Automated attendant, Message notification, and Custom IVR.

- Developed and taught a 5-day technical training course, covering telephone systems, PCs and IVR systems for a wide variety of students, including OEM owners, engineers, and sales personnel.
- Supported installers and end-users of PC-based IVR applications, including field deployment/upgrade procedures.

Phillips Petroleum Company

Program Development Analyst (Feb, 1982 - Jun, 1988)

- Collaborated with engineers to implement and support raster hard copy applications for reflection seismic exploration.
- Collaborated with developers to create and maintain single- and multi-channel DSP seismic reflection exploration.

Texas A&M University

BS Geophysics – advanced Mathematics/Physics/DSP emphasis – 1981

Auburn University

Study – Geology major, Math/Physics minor