DAVID HICKEN

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SKILLS

25 YEARS WEB DEVELOPMENT EXPERIENCE

- Vanilla JavaScript
- Typescript
- HTML & JSX
- CSS & LESS
- React JS
- Node JS
- Regex
- SQL

- Senior Full Stack Developer
- Single Page Applications (SPA)
- Responsive Design
- Software Architecture
- Database Design
- Unix/Linux
- Shell Scripting
- PostgreSQL

ADDITIONAL SOFTWARE AND KNOWLEDGE

Regular Expressions (Regex), HTML5, JSX, CSS3, SCSS, Typescript, Express js, Electron, D3.js, Socket.IO, lodash.js, AJAX, XML, XPath, SVG, Canvas, Git, Yarn, Rest API, Functional Programming, Web Application Design, Web Components, MongoDB, Storybook, jQuery, Many jQuery Libs, Handlebars.js, Require.js, Bootstrap.js, Q.js, Select2.js, fullcalendar.js, underscore.js, HTA, XQuery, ActiveX (FileSystem Object, Excel.Application), Browser Text2Speech, WalkMe, FSO, Sharepoint, InfoPath, Perl, Java, C#, AngularJS, Selenium, VMWare, MarkLogic, MS SQL Server, MySQL, PHP, Visual Basic (VBScript), Apache, Photoshop, Template Toolkit, DNS(Bind, djbdns), Bash, JIRA, Team Foundation Server (TFS), Bugzilla, Webpack, Vite, IIS, XAML, Qmail, Cron, Macro Express Pro, Networking, System Administration (Windows & Linux), Dos, Windows (all versions), Linux (many distros), Microsoft Office

EXPERIENCE

DEC 2019 TO CURRENT - COMPTIA/TESTOUT, PLEASANT GROVE, UT/DOWNERS GROVE, IL (REMOTE)

TEAM LEAD / SR. SOFTWARE ENGINEER (SR. WEB DEVELOPER)

- Developed highly technical software simulations using web development technologies.
- Integrated software simulations into OS simulations to make them interactive for users to learn how to use the software when they need it in their career.
- Performed all team lead functions and some management functions.

SIMULATED SOFTWARE AND INTERNAL TOOLS I WORKED ON

- Simulation UI Framework
- Windows 10
- Windows Server 2019
- Microsoft Azure
- iPad OS
- Microsoft Office Excel
- Autopsy Forensics
- DD-WRT Router
- Cisco Router
- EtterCap
- Ruckus
- pfSense
- Model Builder
- Internal Libraries

TEAM LEAD RESPONSIBILITIES

- Drive Daily Standup
- Work with designers to acquire feature tickets
- Decompose design feature tickets into workable dev tickets
- Drive project shirt sizing estimation meetings
- Drive bug scrub meetings
- Identify tickets for the next sprint
- Drive sprint planning and retrospectives
- Mentor team members

SIMULATED MICROSOFT AZURE

- Designed application and component architecture
- Created numerous components and pages

SIMULATED AUTOPSY FORENSICS

- Organized entire application architecture
- Developed components and pages

SIMULATED MICROSOFT OFFICE EXCEL

- Re-wrote Charts using D3
- Added the HLookup feature
- Added the Goal Seek feature

SIMULATED CISCO ROUTER

- Added more than 20 configuration pages
- Fixed numerous existing bugs

SIMULATED DD-WRT ROUTER

- Created using React, Typescript, JSX, and Less
- Added authentication and numerous configuration pages

OTHER CONTRIBUTIONS

- Fixed numerous bugs and added many features to the other software simulations listed above.
- Presented on technical topics such as CSS, D3, Yarn 2, and some design patterns.
- Drove the adoption of an internal stack overflow account that became extremely beneficial for reference of technical topics, including configuration processes, code samples, and other guides.

MAY 2012 TO DEC 2019 - USAA, SAN ANTONIO, TX (REMOTE)

SR. SOFTWARE DEVELOPER AND INTEGRATOR / SR. INSTRUCTIONAL DEVELOPER (SR. WEB DEVELOPER)

- Primarily built internal web applications to save people thousands of hours.
- Identified, Designed, and Developed solutions to ease pain points.
- Developed creative solutions that made others more efficient.
- Designed and developed a number of tools using web technology to be stand-alone so that they did not require a server, but could be run locally or from a network share.

QUOTES FROM MY MANAGER MICHAEL GARDNER (WHILE MOVING TO A DIFFERENT DEPARTMENT WITHIN USAA):

- "David Hicken is solely responsible for the design, development, and ongoing product management of a suite of web apps used in L&D that we've branded SmartTools"
- "I could go on and on, but for now I will simply say that as Dave's manager for 4+ years I can offer no higher endorsement of his talent, his work ethic, or his character."

SMART CALENDARS:

- Built tools that allowed instructors to more easily plan and organize the activities and scheduling of a class.
- Calendars sync data between different users real-time.

SMARTGUIDE:

- Built a self-directed splash page and management tool that allowed users to easily manage the content with no technical skill.
- Created an easy to use drag and drop editor for the tool that the users were delighted to use.

SMART SPLASH PAGES:

- Built a splash page management tool that allowed users to easily manage the content of splash pages without much need for technical know-how.
- Created an easy to use drag and drop editor to simplify the process, and allow the user to generate multiple versions of the splash page by audience.

DECISION TREE:

- Built a tool that facilitated decision making when a number of variables were required in order to make a decision.
- Created an easy to use drag and drop editor for the tool making the tree structure simple to understand and manage.

Other Tools:

- [Tools listed here are browser-based] Mortgage Board Game, Plinko Game, Speech2Text Reader, Anonymous Survey Tool, Remote Cookie Service, Work Effort Assessment Tool, Walk-Thru's for WalkMe, Learner Progression Reports, Media Asset Browser, Loan Amortization Calculator, Data Compression Algorithm, CSV Row Filter Tool, Excel Creation Lib, Automation Macros (not-browser-based), and more.

MAR 2010 TO MAY 2012 – CHURCH OF JESUS CHRIST OF LATTER-DAY SAINTS, RIVERTON, UT

SENIOR FRONT-END DEVELOPER

- Re-created virtually every page on the mormon.org public facing site.
- Planned and developed new features with teams of other developers, project managers, and front-end developers.
- Identified data anomalies in the database and determined how to fix them.

MORMON.ORG:

- Consistently developed web pages 3 to 4 times faster than most peers.
- Built several dynamic widgets such as slideshows, timeline sliders, and other UI eye candy.
- Restructured the user generated content database.
- Built user profile management tools.
- Built admin profile management tools.
- Built an email alert system.

JUSTSERVE.ORG (UNDER DEVELOPMENT):

- Re-organized JavaScript to clean up redundancy and maintainability.
- Optimized JavaScript.

PUBLIC AFFAIRS DEPARTMENT:

- Built an internationalization string manager.
- Built tool to automate site migration.

FEB 2008 TO DEC 2009 - JETBLUE AIRWAYS, SALT LAKE CITY, UT

SOFTWARE ENGINEER III (SR. WEB DEVELOPER)

- Developed airline web reservations system (80% of Jetblue Business).
- Developed employee internal reservations system.

AIRLINE WEB RESERVATIONS SYSTEM:

- Added BillMeLater payment method.
- Re-designed and implemented new reservation system flow and architecture.

APR 2007 TO FEB 2008 - BACKCOUNTRY.COM, PARK CITY, UT

SOFTWARE DEVELOPER III (SR. WEB DEVELOPER)

- Maintained core merchandising, warehousing, finance, and customer support intranet web applications.

INTERNAL VENDOR PURCHASE ORDER SYSTEM:

- Planned and developed a new system for managing vendor purchase orders and merchandising.
- Designed a large referential database.
- Designed and maintained extremely complex SQL queries.
- Designed application flow and architecture.

JUN 1999 TO APR 2007 - IBOATS.COM, DRAPER, UT

WEB DEVELOPER

- Built and maintained iBoats' most profitable system.
- Team Lead over design and development of dealer site content management system.
- Central in planning, software architecture, database design, development, deployment, and maintenance of web applications.
- Designed large referential databases.
- Designed complex application flows and architectures.
- Developed several highly-efficient code libraries designed for ease-of-use.

Content Management System:

- Designed and built CMS which allowed boat dealers to create their own web sites and maintain inventory.

Contact Manager:

- Designed and built tool for internal Dealer Services division to track contacts.
- Designed and built accounting functionality and credit card management/charging.
- Integrated into Content Management System.
- Focus on security, credit card processing and searchability.

Boat Classifieds System:

- Integrated 3rd party software with in-house custom-built software.
- Developed shell/cron scripts to clean up data.

Jul 2001 to Jul 2007 - LinxSatellite.com, Provo, UT
CIO / Web Developer / System Admin – Side Project

- Hardware and software decisions.
- System administration (Linux).
- Project design, development, and maintenance.

Multi-Site System:

- Designed and built multiple Dish Network sales sites.
- Designed a referential database.
- Designed complex promotion management tools.
- Configured and maintained Linux Servers.

May 1998 to Jun 2003 - LDSChat.com, Layton, UT
Owner / Web Master / System Admin – Side Project

- Largest religious based chat in the world during my tenure (300+ concurrent users at peak times).
- Maintained Windows server.
- Maintained chat server.
- Developed web site.
- Managed 20+ volunteer chat moderators.

EDUCATION

2014 - Utah Valley University - Orem, UT
Major: BS Business - Graduated with Honors and a 3.76 GPA

1998 - Advanced Technical Center - Salt Lake City, UT
MCP (Microsoft Certified Software Development Course)

1985-1996 - Recreational Programming
Self-Motivated Learning and Software Development using Basic and Turbo Pascal

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ADDITIONAL ACHIEVEMENTS

Awards and Achievements

Eagle Scout
Required dedication, hard work, leadership, communication, organization, and follow through.

PADI Advanced Open Water Diver Certified