

# CHE WILCOX

(512) 814-9221 | chewilcox@gmail.com | linkedin.com/in/chewilcox | www.chewilcox.com

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## SENIOR SOFTWARE ENGINEER & SYSTEMS ARCHITECT

Senior software engineer and leader with full stack experience building web, mobile, desktop, client and server software solutions. Expert in designing and implementing scalable server architectures, designing front-end UIs, creating and consuming APIs, automating processes and creating tools to monitor and manage a system.

### TECHNICAL SKILLS

**Programming Languages:** PHP, C#, Python, JavaScript, jQuery. HTML5/CSS, Linux Bash/Shell

**Databases:** SQLServer, MySQL, Postgres, Setup distributed SQL for linear scalability and high availability.

**Tools & Technologies:** Docker, Git, Apache, and Nginx.

**Cloud Services:** AWS services including EC2, S3, RDS, VPC, CloudWatch and AWS CLI.

**Frameworks & Platforms:** JIRA and Atlassian tools, PHPSymfony, CodeIgniter, WordPress, ExpressionEngine, WooCommerce, and Shopify.

**Media Technologies:** Advanced Photo & Video Processing, FFMPEG, Wowza, Matrox, Blackmagic, Daktronics, Optimizing Server Load and YouTube API integration.



### PROFESSIONAL EXPERIENCE

**AYRO: Design and Production of Low Speed Electric Vehicles** | Round Rock, TX

**2023-2024**

**Senior Software Engineer**

Implemented web based platform & tools for managing / tracking AYRO Electric Vehicles and customer EV fleets.

**Viasat: Global Communications, Services, Solutions & Satellite Internet** | Austin, TX

**2019-2023**

**Software Engineer**

Onboarded new sales partners, writing and maintaining Python scripts to automate the process for adding sales agreements and fulfillment agreements using an internal GraphQL API.

- Responsible for adding, managing, and making bulk changes to products and sales policies.
- Created numerous API wrappers and code libraries for 3rd party services so they could be accessed natively.
- Created custom reporting tools such as an IP Geolocation alert system.
- Migrated a legacy monolithic app to a serverless architecture using AWS Lambda & Step Functions.
- Improved the Viasat VOIP customer management portal by adding new CRUD operations, Salesforce API integration, as well as various back end system equipment management features using PHP and Symfony

**iFLY / SkyVenture: Indoor Skydiving Entertainment Facilities** | Austin, TX

**2012-2019**

**Lead Software Developer and Application Architect**

Developed software solutions that allowed iFLY to scale globally from 5 to over 75 locations in 7 languages. Provided continuous support, maintenance, management, feature enhancements and new location deployment of all proprietary iFLY software such as customer facing apps, self-serve kiosks for signing waivers, digital displays and menu boards as well as internal applications for GMs, CSRs, instructors and staff.

- Led the development of the PHP REST API used by the website and internal applications to communicate with the database and integrate with the Siriusware point of sale system.
- Optimized speed and stability of iflyworld.com using AWS load-balanced servers, memcached and other techniques. Wrote custom RSYNC scripts for on demand or automated content distribution, created dashboards for monitoring server health and status.
- Automated and optimized internal workflows and production build processes with full documentation.
- Designed and developed the video capture, processing and delivery system that allows guests to purchase photos and videos from a local media kiosk or online. <https://media.iflyworld.com>
- Created the media control interface that tunnel operators use to start, stop, input chapter breaks, helmet numbers and monitor the recording process.

**Sunburst / Ignite! Learning: Educational Multimedia Company | Austin, TX****2010-2012****Solutions Architect, Lead Software Developer**

Created software and web applications to deliver media and other content through an online portal.

Primarily used a LAMP stack with some work in Adobe Flash and USB drive firmware.

- Developed administration tools to manage the process of aligning media to state education standards such as Common Core or TEKS.
- Ensured a smooth transition and a successful technology integration process during company acquisitions and the EDUSPARK alliance.

**SCBN / Medigap360: Rx Assistance, Medicare Supplement Insurance | Austin, TX****2006-2010****Lead Software Developer, Acting CTO Role**

Led a 3-person development team to build the company's core technologies.

- Responsible for all aspects of customer facing web sites and web applications. Created full-featured HIPAA compliant management tools for scbn.org and medigap360.com including lead conversion, medication management, document management and detailed reporting.
- Built a subscription-based billing system (ACH & credit card) and custom CRM that featured an easy process for populating, merging and printing PDF forms. The system also included automated barcode scanning software, call recording management software, and a custom email template engine.
- Developed internal insurance policy management tools and a custom rate quote engine driven by data aggregated from multiple sources.

**Wincor-Nixdorf: Retail Banking Hardware, Software, and Services | Austin, TX****2005 –2006****Software Engineer**

- Developed web applications to manage internal processes such as Issue Tracking and Quality Assurance into a searchable knowledge base.
- Integrated credit card processing functions into iBistro (the Wincor-Nixdorf QSR POS solution created for Taco Bell franchises), helped connect other POS systems to ISCAN (the Wincor-Nixdorf automated self-checkout system for retail stores)

**Intelliflix: Online DVD Rental Service | West Palm Beach, FL****2004 –2005****Lead Software Developer**

- Developed software and processes that connected independently owned video stores across the country to a central subscription based dvd-by-mail website, allowing them to compete directly with Netflix and Blockbuster.
- Migrated and rebranded DVDBarn.com to Intelliflix.com. Added features such as a dynamic drag-and-drop movie queue and white-labeled, template-driven, customizable websites for video store owners.
- Created client-side inventory control software that integrated directly into the 6 most popular video store POS Systems that would alert employees when new online orders arrived.

**BCL Technologies: Document Analysis, Conversion, Data Mining, NLP, R&D | Santa Clara, CA****2001-2004****Researcher, Software Developer, Computational Linguist**

- Developed software tools to aid in Natural Language Processing efforts such as the "Spoken Language User Interface Toolkit." Contributed to several patents and publications.
- Wrote and edited grant proposals, designed project specs and gave presentations to help secure phase II funding for the "Army Knowledge Management Center" project.

**EDUCATION**

**Texas A&M University: Bachelor of Arts in English, Minor in Linguistics & Computer Science - 2001**