

CHE WILCOX

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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. Works across all business and technical resources within an organization to better understand and meet the customer needs. Comfortable in any company growth stage from pre-product startup to multinational corporations, working in any and all capacity to drive a successful outcome.

TECHNICAL SKILLS

Programming: PHP, C#, Shell Scripting, JavaScript, jQuery, HTML5/CSS. Apache, Nginx, Git.

Databases: MySQL, SQLServer, Postgres, Multi-Node MySQL NBD Cluster configuration.

Cloud: AWS EC2, S3, RDS, VPC, CloudWatch, AWS CLI. DigitalOcean Platform.

Environments & Frameworks: Linux, Windows, PC, Mac, JIRA, VSCode, Visual Studio, PHPSymfony, CodeIgniter, ExpressionEngine, WordPress, WooCommerce, Shopify.

Media Technologies: Advanced Photo & Video Processing, FFMPEG, Wowza, Matrox Monarch, Blackmagic, Daktronics, 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