TODD E. GILL

Technical Architect | Software Developer| Consultant
7733 Forsyth Blvd. Suite 1100
Clayton, MO 63105
tgill@ossia-systems.com
773.793.6833

OVERVIEW

I am an experienced technical architect, developer and consultant specializing in web applications, data integration solutions and the Salesforce.com platform. I help Salesforce.com consulting partners, ISV's and customers build high-value solutions using the most appropriate tools and resources given their situation. My clients work primarily in the health care and pharmaceutical industry, but I have also serviced clients in retail, financial services, and construction industries.

I have assisted and led different types of development teams, including onshore, offshore and "hybrid" teams, and am familiar with the challenges and advantages of each. Having worked with many different companies, I have seen how various technologies, development processes and management styles can either help teams become very effective or can hold them back.

I am a hands-on technologist, comfortable designing and implementing (i.e., coding, configuring, connecting, etc.) solutions solo or with a team. Having mostly worked with web applications, I'm very familiar with the advantages and challenges of deploying software through multiple-environment deployment paths (i.e., DEV, TEST, UAT, STAGING, PRODUCTION, etc.). I regularly serve as a "release manager", both planning and then personally executing complex deployments/releases. At the same time, I am happy to delegate technical tasks to others, while ensuring they have what they need to succeed, providing them with support as necessary. In other words, I will lead a team or contribute as a team member, as the situation requires.

I am comfortable participating in sales support activities, such as estimating and building proof-of-concept solutions, and I have personally negotiated millions of dollars of professional services contracts.

I have been an independent contractor, serving in the roles of technical architect and developer since the year 2000 and I regularly engage with my clients for multiple years at a time.

MY APPROACH

I believe that clear communication is the key to success in software development: from the statement of work to system design, to creating developer-level instructions, to ongoing communications between the development team and project stakeholders. Deep domain knowledge and technology expertise are absolutely required for success, *but these are not enough*. After working with many different clients, some definite patterns have emerged for me.   My outlook can be summed up like this: the decisions we

make for software projects must always be approached based upon the context of the situation, not dogmatic practices.

I believe that successful software development projects depend upon a shared understanding of project goals, constraints, and priorities along with *the successful management of a large number of details*. My clients have said they appreciate how I communicate complex issues and ideas with team members and clients/stakeholders in a way that each group can understand.

As a consultant, I've learned there are usually multiple design choices and implementation paths that will meet stakeholder goals. This means development teams should build solutions using the resources, platforms and tools *that best help meet project goals within the constraints of the given situation*, and not just the ones that the members of the team are familiar with.

I have seen technologies and development processes come and go. I am not generally swayed by the initial novelty of new technology, though I embrace the rare innovations that truly move the craft forward.

Technologies change, but software development fundamentals endure.

PRIMARY SKILLSETS

- System Architecture, Design and Development - Web Applications and Data integration Solutions
- Providing multiple potential solutions to a given problem, and demonstrating the differences in effort, maintainability, cost, time to completion, etc. to a variety of audiences.
- Advanced Salesforce.com development (Apex, Aura components, Lightning Web Components), triggers, batch, unit/integration test code development, etc.
- Designing and building data integration solutions that connect to Salesforce.com – various methods, including commercial products and custom solutions using Microsoft (C#) and open source tools as appropriate
- UI development (*relying on an actual designer for aesthetic input as appropriate)
- Multi-Environment Deployment/Release Management
- Building proof-of-concept applications to demonstrate solutions and validate new techniques, connections, designs, etc.
- Expressing technical instructions for development resources, using diagrams, use cases, assignable issue tracker work items, written text, proof-of-concept examples, web presentations, or whatever else it takes to improve accuracy and efficiency
- Dev Team Management
- C#, .NET
- Scripting: Python. Shell. Windows batch scripts (but only if absolutely necessary)
- Setting up processes and tools to support development teams (source control, issue tracking, release planning, CI/CD solutions, development processes, SOP's)
- Proof-of-concept development for new connections, technologies, platforms, services, API's, etc.

- Creating and supporting release management processes to support multiple environment settings (i.e. dev, test, stage, prod, etc.)
- Legacy application maintenance, updates, refactoring, upgrades and phased retirement
- High Availability / High Traffic Production Web Applications (see AirTran.com and Britannica.com projects below)
- Securing applications and processes (i.e. hardening of applications to pass security audits)
- Relational databases: MS SQL, Oracle, PostgreSQL, MySQL

EXPERIENCE

NOTE: Unless designated with "FTE", each of the following are contract engagements. Please note that due to the nature of the consulting business, projects will at times overlap.

MAVENS CONSULTING / KOMODO HEALTH (2021-2023)

Client / Industry	Mavens Consulting - Komodo Health / Health Care
Summary	Assist health care industry SFDC consulting practice/ ISV partner with client work and internal projects. Roles: Technical Architect, Developer. Duration: 2 years
Technology	Salesforce.com, Apex (batch/schedulable, controllers, utilities, tests, triggers, web services, etc.), Lightning Web Components, Aura Components, Visualforce, SFDX, Salesforce API's, Python, IICS (Informatica Cloud, ETL), TIBCO (ETL), Google Location API, Inter-Org Callouts, Platform Events, Git, GitHub
Description	Regularly interacted with client, vendors, and internal team in role as Technical Architect. Responsible for design and implementation of all customizations to SFDC partner's "patient journey" SFDC-based product along with Solution Architect. Responsible for designing and building data integration solution between SFDC and client's data aggregator and specialty distributor using Informatica Cloud (IICS). Responsible for managing source control and performing and documenting all deployments. Assisted with many enhancements to sophisticated SFDC-native Apex/Lightning solution with heavy usage of custom metadata. Planned and executed internal SFDC org merge (after M&A event), starting with impact analysis, moving through POC, testing and deployment. The merge effort included migrating all Chatter feeds, custom objects, internal applications, Apex controllers, triggers, batch, etc. and required refactoring and new test class creation. Designed and delivered custom "call center" functionality that accepts call information from a Cisco CTI system, writes to a new Case/Interaction, pops screen if agent is logged into SFDC, and then allows for subsequent call from Cisco system to update Interaction with automated survey responses. Client-facing role, working with client's vendors as well. Built proof-of-concept, worked with vendors, proposed modifications/improvements, documented decisions (and worked with BA's to ensure they were recorded accurately), and repeated until project was delivered.

	Built custom scripts to facilitate creation and deployment of custom metadata filled with relational dependencies. These scripts create, sort and deploy in correct order based on dependencies. Average installation of this SFDC-based product uses 1,200+ custom metadata rows.
	Built UI enhancement that allows user to determine sales rep by territory, where territory and rep are stored in a completely different SFDC org.
	Duration: 2 years

INDUSTRIAL EQUIPMENT RENTAL COMPANY / CONSTRUCTION SERVICES (2021)

Client / Industry	Industrial Equipment Rental Company / Construction Services
Summary	Designed and built a solution that integrates client's Intacct accounting software data with Salesforce.com in order to support job cost data entry and reporting. This solution Includes standalone custom data integration solution and Salesforce.com custom development.
Technology	Salesforce.com, Apex (batch/schedulable, controllers, utilities, tests, triggers, web services, etc.), Lightning Web Components, SFDX, Salesforce API's, Lightning Web Components (lwc), API's, Intacct, Custom ETL tool, Python, Docker, Git
Description	Client had vision for getting job cost data into Salesforce.com from their accounting software (Intacct) once it became obvious that Salesforce.com was not providing much value without revenue and expense data and wanted to explore solutions. Proposed multiple architecture options, with associated costs. Proposed multiple UI designs to client demonstrating how data could be displayed. Designed and built standalone, custom ETL solution using Docker, Python and open source tools. Deployed and maintained solution.

EAGLES LANDING FAMILY PRACTICE (2018-2021)

Client / Industry	Mid-Sized Family Practice / Health Care
Summary	Design and deliver a patient portal and a custom, scalable, fault-tolerant C# ETL solution to synchronize data between Salesforce.com and client's EHR software. Role: Technical Architect, Lead Developer
Technology	Salesforce.com, C#, RabbitMQ, Apex (batch, schedulable, controllers, etc.), Visualforce, Lightning (Aura components), SFDX, Ant Migration Tool, SFDC API, Jenkins (CI/CD, Installation, Configuration), Git, Atlassian Cloud (Vision, Configuration), Custom API's provided by client

Description	Client had a vision for a Salesforce "Patient Portal" that could integrate with their existing EHR system (eClinicalWorks). I personally assisted the client in designing and implementing a robust, secure, scalable, custom data integration solution using C# and RabbitMQ. I also personally wrote a "patient portal" to allow patients to fill out pre-visit questionnaires and to securely deliver specific clinical information to patients using Salesforce "Communities" (aka Experience). Assisted with data integration, data cleansing, ad hoc data migration, ongoing user interface development. Also, designed and delivered new patient portal using Salesforce Communities and extensive use of custom Lightning components. Portal gathered data points from customers and provided them with data from their EHR system. Introduced industry-standard best practices including issue tracking, planned releases, test case management, source control, automated builds, etc. Recommended and configured Atlassian JIRA, Confluence and BitBucket (Git). Installed CI tool so team could coordinate and track changes with automated builds, notifications, etc. Created various scripts, batch jobs to maintain data integrity. Assisted with maintaining existing data integration processes. Designed and built custom Lightning components. Oversaw technical side of "Lightning migration". Built custom UI components (VF and Lightning). Built "sandbox org data standup" scripts to populate sandboxes with data to facilitate UAT.

HUMAN CARE SYSTEMS (2017-2018)

Assisted startup with hands-on design, development, team management and process improvement. Participated in day-to-day operations of dedicated client Salesforce.com development team, including management of onshore and offshore resources, to deliver enhancements to a custom Force.com Apex-heavy solution. **Coding:** Built proof-of-concept systems and applications as needed (scripting, ETL processes, Salesforce.com (Apex triggers, batch, controllers). Performed refactoring, then a complete rewrite, of an inefficient C# ETL process. The new solution provided an 800% improvement in efficiency. Refactored "spaghetti code" triggers to make a more efficient automation solution. Provided technical designs and direction for dev team. **Team Management / Communications:** Facilitated communication between product owners, account team, vendors, other technical architects, developers, and QA resources. Developed, managed, and maintained numerous custom applications concurrently. Provided input to leadership regarding vision of technology for company with respect to platforms, data, and business processes. **Standard Operating Procedures:** Assisted in setting organization-wide technical direction for source code management, release management, deployment methods, ETL processes. Created written standard operating procedure (SOP) documentation, incorporating demonstration of Part 11 compliance. Provided design and implementation for ongoing enhancements. **Best Practices:** Established industry best practices into internal processes, specifically regarding Salesforce.com development, deployment, source code management and automated test code development. **Issue management and source control:** Responsible for designing, installing and configuring JIRA and BitBucket for all dev teams, with an emphasis on user security and issue visibility.

SILVERLINE (2014-2017)

Client / Industry	Medical Equipment Company / Health Care
Summary	Assisted with custom development and maintenance of highly customized Salesforce.com org.
Technology	Salesforce.com, Salesforce.com Mobile app, Flosum (SFDC-native deployment/SCM), Visualforce UI, Mobile UI
Description	Performed various enhancements to client's disorganized, mismanaged SFDC orgs. Discovered legitimate bug in Salesforce.com's mobile app, documented, and raised this to Salesforce.com support, who included bug fix in next release.

Client / Industry	Health Insurance Underwriter / Health Insurance
Summary	Assist with migrating legacy EDI-processing tool into a solution integrated with Salesforce.com
Technology	Maximus e files (EDI), proprietary legacy systems, Salesforce.com, Salesforce.com API, Visualforce UI, custom C# .NET console application, Apex (triggers, classes), Visualforce
Description	Replaced legacy system with SFDC-based solution and integrations. Built UI and supporting processes that allow users to review/accept/reject/import contents of EDI files from the State of New York.

Client / Industry	Substance Abuse Rehabilitation Clinic / Health Care
Summary	Build secure integration between SFDC and Sigmund EHR database
Technology	Apex (triggers, classes), Sigmund Software, Salesforce.com, Vendor-supplied custom API
Description	Client uses Sigmund Software to manage rehabilitation clinic but wants to split some processes and data into Salesforce.com. After eliciting requirements from the client and learning the major technical constraints of Sigmund Software, I created and proposed several 100% Salesforce.com native solutions, which I also personally built.

Client / Industry	Oil and Gas Sales and Distribution Company / Energy
Summary	Design and build C#-based data integration solution between Energy E3 and Salesforce.com

Technology	C#, Energy E3 by ADD Systems, Apex, Salesforce.com API's, SmartConnect API, Salesforce.com API,Custom .NET web service, Visualforce UI
Description	Designed and built sophisticated custom real-time integration application to synchronize data and initiate processes between client's Energy3 database application and Salesforce.com. Custom .NET console application, Apex (triggers, classes), Visualforce

Client / Industry	Salesforce.com Partner / Computer Manufacturing
Summary	Integrate Salesforce.com with Right90 forecasting software.
Technology	Salesforce.com, Apex, Visualforce, C#
Description	Built custom C# console application to synchronize data between Right90 and Salesforce.com

Client / Industry	Oil and Gas Sales and Distribution / Energy
Summary	Design and build C#-based data integration solution for Energy E3 database and Salesforce.com using client-provided API
Technology	C#, Energy E3 by ADD Systems, Apex, Salesforce.com API's, Salesforce.com API, Custom .NET web service, Visualforce UI
Description	Designed and built real-time integration application to synchronize data between client's Energy3 database application and Salesforce.com via a custom C# console application.

THE CHICAGO COMMUNITY TRUST (2011-2014)

Senior Salesforce Developer / Consultant. Responsible for enhancements and maintenance of sophisticated custom Force.com application (Visualforce, Apex, unit tests, code refactoring). Customized Salesforce CRM standard object pages with rich user interface using custom standalone and in-line Visualforce pages with custom HTML/CSS and jQuery/jQueryUI. Responsible for all releases and for promotion of changes between sandbox/production environments using Eclipse.

ASTADIA (2010-2011)

Senior Developer / Programmer. Responsible for implementation of various custom development efforts and data integration solutions for several clients using Salesforce.com. Visualforce, Apex development (classes, triggers, controllers), unit test development, .NET, ASP.NET, SQL Server, T-SQL, Oracle, Informatica Cloud, Informatica Power Center 8.6.1, HTML/CSS, jQuery. Selected Astadia client engagements listed below:

LINEAGE POWER / GE

Senior Developer, Technical Architect. SAP/Oracle integration with Salesforce.com using Informatica Cloud product. Created custom Informatica modules for use with Informatica Cloud, using PowerCenter 8.6.1. Challenges: client would not allow us to use Oracle stored procedures to be written, or allow access to a development machine. This added complexity to deployment and testing and added complexity to Informatica configuration. How challenges were overcome: I provided clear, detailed deployment notes and concise low-level documentation of implementation and all artifacts. Duration: 6 months.

THOMSON REUTERS

Senior Developer. Built custom integration between Salesforce.com org and Right90 forecasting service using custom .NET application. Tasks included: Apex programming, trigger development, unit test development, scheduled Apex, .NET programming, Windows server configuration, scheduled task configuration, creation and management of related Salesforce.com custom objects, Apex programming (triggers, classes, unit tests). Coordinated with multiple QA and development teams for deployment of changes through multiple sandbox environments and to production. Duration: 3 months.

LENOVO

Lead Developer. Developed and deployed Adobe Flex MVC rich user interface into a Visualforce page. Adobe Flex programming, trigger development, Salesforce.com API, Apex programming. Duration: 2 months.

INTERNATIONAL SURVEY RESEARCH / TOWERS WATSON (2004-2009, 2012-2013)

Senior Developer. New development, feature enhancements and application maintenance for B2B survey configuration web application and supporting applications. ASP.NET, classic ASP, JavaScript, Telerik controls, IIS configuration, release management, SQL Server programming (stored procedures, functions), MS Access, localization, code refactoring. Responsible for all releases and promotion through test, staging and production environments. Front-end programming (HTML/CSS, JavaScript, Telerik).   Server-side programming (.NET, C#, SQL, TSQL, stored procedures, functions). Responsible for all promotions of releases to production. Responsible for bringing applications into compliance with HP WebInspect standards. Also, designed and programmed sophisticated secure logging application that logged errors, but dynamically altered web server HTTP responses as per client spec (i.e. server error occurs and is redundantly logged to database and/or file system, but client receives "200 OK" response). Responsible for upgrade of legacy enterprise web applications and migration to new data center. Move production web applications from Windows Server 2000 environment to Windows Server 2003 environment. Move from SQL Server 2000 to SQL Server 2008 (responsible for updating stored procedures, functions, etc. so they worked in new environment). Responsible for configuration of Windows Server 2003 servers and related updates to .NET application. Responsible for security hardening and remediation (compliance with HP WebInspect). Responsible for Active Directory configuration for multiple service accounts.

CROWN IMPORTS (2004-2012)

Senior developer and team lead. Responsible for feature enhancements and application maintenance for internal B2B application. Classic ASP. ASP.NET, C#, UML modeling, JIRA, test development. Integrate session management between ASP.NET and Classic ASP. Code refactoring. Worked with client to develop requirements and specs, then translated to project specifications for myself and the development team.

AIRTRAN.COM / CRAMER KRASSELT (2003-2006)

Lead developer / system architect for company's main retail web site using Microsoft .NET. Designed system from ground up and became technical lead for project with 8+ developers. Designed and coded sophisticated caching system and related custom content management and display systems so retail web site could handle extremely high traffic loads (i.e. low-priced air fare promotions) WITHOUT using a production database. Also, responsible for integration with legacy Perl/CGI ticketing application. Also integrated, migrated and maintained legacy MS Access application. ASP.NET, JavaScript, IIS configuration, VB.NET, VBA, HTML/CSS, JavaScript.

AMERICANEAGLE.COM (2001-2002)

FTE. Responsible for building custom web applications, taking existing web application installations (templates) and customizing as necessary. Highlights include creating an online "sonar equipment calculator" which required engineering-grade mathematical precision. Main technologies: SQL Server, Microsoft ASP (classic), JavaScript, HTML

BRITANNICA.COM (1999-2000)

Responsible for designing and implementing custom content management system for Britannica.com's custom content created by in-house team of authors. Overcame obstacles such as integration with legacy software, integration with authors' preferred software, and legacy database connectivity by bringing issues to the table, brainstorming and following up with whomever was willing to help. In the end, we delivered a cohesive system that streamlined the authoring of content, the content's approval, timed delivery of content and the caching of this content in a high-availability environment using Vignette StoryServer and Tcl as the primary application.

ENTERPRISE MANAGEMENT GROUP (1999)

FTE. Senior Developer. Responsible for Vignette StoryServer implementation and development (Vignette StoryServer, HTML/CSS, JavaScript, TCL).

FIRST CHICAGO / BANK ONE – PROGRAMMER ANALYST (1998-1999)

FTE. Programmer/Analyst. Developed custom web applications and prototypes using Perl/CGI, Vignette StoryServer, TCL. HTML/CSS JavaScript, Oracle and SQL Server.

CERTIFICATIONS

Salesforce Certified Platform Developer II (2018)
Salesforce Certified Platform Developer I (2018)

Salesforce Certified Force.com Advanced Developer - DEV 501 (2016)
Salesforce Certified Force.com Developer - DEV 401 (2014)
Sun Certified Java Developer (2001)

EDUCATION

Georgia Institute of Technology - Mechanical Engineering (2+ years of coursework)
University of Missouri Columbia - Music Composition (Bachelor's Degree)