Eric Miller

Omaha, NE | (402) 740-2518 | eric@pseudoninja.com | LinkedIn

Professional Summary

Engineering Manager with extensive experience in leading high-performing teams and delivering complex projects across finance, healthcare, and national defense industries. Proven track record in software development, solutions architecture, and cloud technologies, with expertise in Agile methodologies and team development. Successfully implemented Power Automate Flow to enhance Azure DevOps functionality. Seeking to leverage leadership and technical skills to drive innovation and achieve business goals in an engineering management role.

Key Skills

- **Leadership & Management:** Visionary leadership, people management, team building, candidate evaluation, hiring, mentorship, performance reviews
- **Software Development:** Full-stack development, .NET, C#, Java, JavaScript, TypeScript, Python, React, Angular, Next.js, Tailwind, Progressive Web Apps (PWA)
- **Cloud & Infrastructure:** AWS, Azure, serverless architecture, micro-services, Windows Server, Linux, Apache, IIS
- **Agile Methodologies:** Scrum, Kanban, Azure DevOps, Jira, Git, GitHub Actions
- **Process Automation:** Power Automate Flow, automated report generation, SDLC management
- **Incident Response:** Software Development Incident Response Plan development, DataDog monitoring
- **Web Technologies:** HTML, CSS, SASS, SCSS, LESS, jQuery, Bootstrap, WordPress, Shopify, Drupal, Typo3
- **Database & APIs:** SQL, MySQL, PostgreSQL, REST, WCF Services, API design
- **Specialized Skills:** OSINT, AI, machine learning, reinforcement learning, geospatial analysis, cybersecurity, SEO, UI/UX design, graphic design, photography
- **Tools & Platforms:** Visual Studio, Visual Studio Code, Microsoft Teams, Zoom, SharePoint, Power BI, Excel, PowerPoint

Professional Experience

A-S Medication Solutions | *Software Development Manager*   Feb 2024 - Jul 2025

- Reported to CTO, designed and delegated software development efforts across onshore and offshore teams, improving project coordination and efficiency
- Managed SDLC, ensuring delivery of user stories through Agile practices (Scrum, Kanban).
- Developed Software Development Incident Response Plan, reducing disruptions and enhancing resilience.
- Utilized Power Automate Flow to automate report generation and augment Azure DevOps features, streamlining processes and enhancing team productivity
- Conducted candidate evaluations, hiring, and data-driven performance reviews to foster team growth.
- Led agile project management initiatives using Scrum and Kanban, resulting in improved team efficiency and successful delivery of software solutions. Utilized Azure DevOps for streamlined incident response and Power Automate for enhanced workflow automation

Orion Advisor Technology | *Application Development Leader*   Nov 2021 - Sep 2023

- Led two remote teams (Performance and Reporting Squads), reducing production bugs by 40% and increasing velocity by 30%.
- Managed daily operations as Development Manager and Scrum Master, using Azure DevOps and Jira.
- Improved efficiency with DataDog monitoring and delivered weekly metric reports via Power BI and SharePoint.
- Handled resource management, hiring, training, and release verification for 8 developers.
- Utilized AWS, DataDog, .NET, C#, Angular, SaaS, micro-services, Git, Jira, and Azure DevOps to lead development projects, fostering innovation and improving software quality

Moody's Analytics | *Principal Software Engineer*   Aug 2014 - Nov 2021

- Led a 12-engineer team managing a web application serving 800+ global clients ($40M portfolio).
- Shaped development standards, conducted code reviews, and coached Agile practices as Scrum Master.
- Promoted from Senior Software Engineer (2014) to Lead (2016) and Principal Software Engineer (2020).
- Utilized skills in SQL, .NET, C#, JavaScript, TypeScript, WCF, SaaS, micro-services, Azure, AWS, and Agile methodologies to mentor team members and drive successful project outcomes

Midwest Cloud Computing | *Senior Consultant*   Jul 2013 - Aug 2014

- Architected mobile-first HR applications using cognitive and EQ analysis for team building.
- Utilized .NET, C#, PostgreSQL, Angular, Bootstrap, Azure, and JavaScript to develop robust applications, improving system performance and user experience

Capstone Consulting | *Senior Consultant*   Dec 2011 - Jun 2013

- Designed web applications for agriculture, including hardware/data architecture and RESTful APIs.
- Migrated Drupal from MySQL to PostgreSQL and evaluated PhoneGap for mobile apps.

- Utilized skills in SQL, .NET, C#, Angular, Azure, WCF, REST, MySQL, PostgreSQL, Drupal, and Android to develop robust solutions, improving system integration and application functionality

Client Resources Inc. | *Consultant* **Jul 2011 - Apr 2012**
- Developed front-end interfaces using Angular, TypeScript, and SCSS, and created Android-based mobile apps, enhancing user experience and application performance
- Utilized HTML, Angular, TypeScript, SCSS, JavaScript, and jQuery to streamline web development processes, resulting in faster deployment and improved application functionality

Medico Insurance | *Webmaster* **Aug 2009 - May 2011**
- Led a team of 4 to update Java web applications and migrate HTML sites to Drupal CMS, enhancing site performance and user experience
- Developed API middleware using Java and implemented mobile-friendly interfaces with HTML and CSS, improving accessibility and user engagement
- Utilized Java, J2EE, JSP, Struts, Tomcat, Drupal, PHP, HTML, CSS, and jQuery to enhance mobile-web capabilities

The Nebraska Medical Center | *Webmaster / Lead Coordinator* **Jun 2008 - Jul 2009**
- Managed a 12-person team, aligning web initiatives with marketing goals and implementing social media campaigns.
- Utilized .NET, C#, SQL, REST, HTML, JavaScript, CSS, and social media to enhance website functionality and user experience, contributing to improved customer satisfaction and retention

RSI Medical Staffing | *Webmaster* **Mar 2006 - May 2008**
- Led a $7M enterprise application development, boosting staff performance by 30% and recovering $1.7M in revenue.
- Served as interim IT Director for 6 months, overseeing IT operations and implementing strategic initiatives that improved system efficiency
- Utilized ASP.NET, Visual Basic, HTML, CSS, and JavaScript to develop user-friendly interfaces, enhancing UI/UX and improving infrastructure and networking capabilities

PayPal Inc. | *Executive Support Applications Developer* **Oct 2005 - Feb 2006**
- Developed PHP applications and administered Linux (LAMP) and Windows (WAMP) servers, enhancing system performance and reliability
- Utilized skills in Linux, Apache, MySQL, PHP, HTML, JavaScript, CSS, REST, and IIS to streamline application development processes, resulting in more efficient project completion

Creighton University | *Web Systems Engineer* **Aug 2004 - Oct 2005**
- Developed and administered Typo3 CMS, creating 508 W3C-compliant templates, which improved website accessibility and compliance
- Utilized Linux, Apache, MySQL, PHP, HTML, JavaScript, CSS, and Typo3 to enhance system performance and streamline web development processes

Union Pacific Railroad | *Web Developer Internship* **Dec 2003 - Sep 2004**
- Developed Cold Fusion applications, Flash components, and SQL reports, enhancing system functionality and user experience
- Utilized skills in Cold Fusion, Flash, Crystal Reports, SQL, Java, and Tibco to support development projects, contributing to improved system performance and user satisfaction

Other Activities

National Defense Lab | *Board of Directors - Research and Innovation* **Aug 2023 - Present**
- Actively serving on the board of directors of National Defense Lab, a civil-defense-focused government contractor working with various local, state, and federal government agencies.

Team Rubicon | *Greyshirt* **May 2019 - Present**
- Disaster response volunteer supporting communities post-crisis.

Education

Creighton University | *B.S., Management of Information Systems* **2004 - 2006**

ITT Technical Institute | *A.A.S., Web Development* **2002 - 2004**

Certifications

- **FEMA IS-100**: Introduction to Incident Command System (May 2015)
- **FEMA IS-700**: Introduction to National Incident Management System (May 2015)
- **FEMA IS-200**: Basic Incident Command System for Initial Response (April 2024)
- **FEMA IS-800**: Introduction to the National Response Framework (April 2024)