

# Jereme Downs

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## OBJECTIVE

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Obtain a lead BizTalk developer position where 16 years of experience will add value to operations.

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## SKILLS SUMMARY

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### SOFTWARE

Microsoft BizTalk Server 2013 R2/2010/2009/2006 R2/2004/2000, Visual Studio .NET 2012-2002, .NET Framework v4.0-1.0, SQL Server 2014/2012/7, SQL Server Integration Services (SSIS), SQL Server Data Transformation Services (DTS), Neuron ESB, Commerce Server, TFS, SVN, VSS

### LANGUAGES

C#, XML, JSON, XSL, XSLT, HTML

### BIZTALK TOOLS

Orchestrations, Pipelines (including Custom & EDI/AS2), Schemas, Transformations, Functoids, Business Activity Monitoring (BAM), Business Rules Engine (BRE), ESB Toolkit, BizTalk Administration Console

*Adapters:* WCF (including REST), SOAP, SQL, HTTP, MSMQ, FTP, File, SMTP, EDI, Oracle eBS

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## CERTIFICATIONS

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- BizTalk Server 2010 - Microsoft Certified Technology Specialist
  - BizTalk Server 2006 - Microsoft Certified Technology Specialist
  - Microsoft Certified Solution Developer (MCSD)
  - Microsoft Certified Database Administrator (MCDBA)
  - Microsoft Certified Professional + Site Building (MCP+SB)
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## PROFESSIONAL EXPERIENCE

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### Independent Consultant

Sally Beauty Company, Denton, TX

2016 - Present

**Tools Used:** BizTalk Server 2013, Visual Studio 2012, SQL Server 2014/2012, TFS

- Sally Beauty brought me on board to lead the integration development effort for their new customer loyalty program. This capital project includes creating a new robust, flexible and performant service layer between their in-house CRM, POS & website systems with third-party vendors. Connectivity points are primarily RESTful services with some SQL Server. My responsibilities include:

- Participate in analysis sessions with the business, followed by technical design sessions with architects and leads from other teams.
  - Work directly with vendors to establish technical requirements.
  - Direct the development team on design patterns and best practices, and enforce them with code reviews.
  - Be the liaison between the project manager and the development team.
  - Train new team members unfamiliar with BizTalk.
  - and of course create several interfaces for this project.
- Other accomplishments include:
    - Integrating SharePoint with Oracle to keep capital project requests in sync.
    - Designing a service to authenticate retail store associates against iSeries.
  - Continued support and maintenance of existing applications.

### **Independent Consultant**

*2015 - 2016*

Texas Capital Bank, Richardson, TX

**Tools Used:** BizTalk Server 2009, Visual Studio, SQL Server 2012/2008, TFS, SubVersion

- Expanded their HOA financial product by creating additional BizTalk interfaces for new customers.
- Evaluated 13 current BizTalk applications to determine if they would be better suited for a different technology. Highlighted potential troubled areas, documented my results, and presented to management. Management acted and has plans to redesign some of these applications onto another platform.
- Troubleshoot and resolved several issues that have been on their “fix-it” list for years.

### **Senior Consultant III**

*2012 - 2015*

Neudesic, Irving, TX

**Tools Used:** BizTalk Server 2013 R2/2010, SQL Server 2014/2012, Visual Studio, Neuron ESB

- Created ecommerce POC for Scentsy Fragrance that integrated 200,000+ consultant websites with SAP, eliminating 75% of custom .NET code, reducing number of possible failure points, and providing real-time order fulfillment.
- Implemented more efficient & performant Salesforce integration solution for Integra Telecom, utilizing BizTalk 2013 R2 to reduce the number of systems involved. Real-time updates are now generated from field engineers and instantly sent to the corporate office. Also moved custom business logic from Salesforce into BizTalk rules engine, allowing addition of new products & services with no down time.
- Enhanced a major customer facing product for Texas Capital Bank by creating custom BizTalk end points for new customers, generating additional revenue. Also reviewed & recommended best practice guidelines for all their BizTalk solutions.
- Built and presented 5 business scenarios during two week POC at Microsoft Technology Center for Brinks Security using BizTalk 2010. Requirements included capturing meaningful metrics using Business Activity Monitoring (BAM), prove BizTalk has guaranteed message delivery even with limited bandwidth and occasional offline systems, implementing a scatter-gather pattern, synchronous request/response messaging using correlation, dynamic content based message routing, and transforming data between SQL Server & Oracle eBS.
- Designed a functional POC for JB Hunt to track customer’s order life cycle utilizing BAM and Business Rules Engine (BRE)

- Integrated Microsoft's Dynamics AX with ecommerce system for Assa Abloy using Neuron ESB (Neudesic's own ESB platform).
- Participated in a 2 week architectural design session with Brinks Security which included hardware & software recommendations & best practice guidelines.

**BizTalk Consultant**

2011 - 2012

Pier 1 Imports, Fort Worth, TX

**Tools Used:** BizTalk Server 2010, Visual Studio, SQL Server 2008, SubVersion

- Lead BizTalk developer for new pier1.com
- Built complete customer order life cycle - from order capture, to processing, to shipment - by communicating with seven different internal and external systems. Implemented content based message routing, message filtering, direct binding, synchronous request/response messaging using correlation, and fault message routing.
- Used WCF & SOAP web services, MSMQ, SQL, FTP, and files to exchange XML & flat file data between various systems.
- Routed failed messages to ESB portal so support team can easily identify issues via their web browser, correct troubled messages if necessary, and resubmit them to BizTalk without ever needing to access the BizTalk console.

**BizTalk Consultant**

2010 - 2011

GameStop, Grapevine, TX

**Tools Used:** BizTalk Server 2010, Visual Studio, SQL Server 2008, Commerce Server, MSMQ, TFS

- Integrated gamestop.com with a new order management system (OMS)
- Extracted online orders from Commerce Server, mapped to canonical schema for OMS, and dropped into MSMQ queue for further processing. Likewise, received shipped orders from OMS, updated Commerce Server, and notified customers.
- Composed business rules and executed them within orchestrations using Business Rules Engine
- Automated deployments across multiple servers using BizTalk Deployment Framework

**BizTalk Consultant**

2010

Pier 1 Imports, Fort Worth, TX

- Made small enhancements to existing application

**Senior BizTalk Developer**

2008 - 2010

Xterprise, Carrollton, TX

**Tools Used:** BizTalk Server 2006 R2, Visual Studio, SQL Server 2008, SSIS

- Designed asset tracking solution for American Apparel to track products from their warehouse to over 1,000 stores
  - Planned orders originating from warehouse have to be transmitted to their respective stores before the order actually arrives. I created promoted properties within these orders along with a custom pipeline and a single send port to dynamically route orders to all 4,000 stores. Stores can be added or removed without requiring code or architecture changes.

- Multiple bulk file imports from warehouse are loaded into a central system and dispersed to each store via FTP using SSIS. Process is designed so each store is treated independently and communication failure to one store will not prevent data from reaching remaining stores.
- Products tracked throughout each store are uploaded to a central server via SOAP at near real time for monitoring and reporting at HQ.
- Any failures would result in data reverting to original state and support team notified in real time of the problematic store, along with a verbose error description and related job specific details to help troubleshoot issue.
- Constructed EDI interface to receive messages via AS2, and generate acknowledgements
- Met company goals by enhancing existing architecture and redesigning numerous custom client BizTalk applications into one common, reusable BizTalk application. Also created custom add-on modules to interface with this reusable application based on client's requirements.
- Improvements implemented to existing processes:
  - Auto error notification – Previously, the support team would manually check for errors daily on all servers. I designed a universal BizTalk application that captures all failed messages from our BizTalk applications without any code change to the existing applications. The team is immediately notified of these errors via email with verbose error information. Similarly, our SSIS jobs automatically email the team upon failure via a universal web service.
  - Secured web services – Implemented NTLM and digest authentication to previously unsecured services which required no code change and protected client's sensitive data.
  - Applied proper technology – Redesigned data intensive loads from BizTalk applications to a SQL SSIS process which resulted in reduced processing time, lower CPU overhead, quicker deployments, elimination of timeout errors, improved error notification, and an overall healthier and more reliable back end system.

**Application Specialist**

*2006 - 2007*

Pier 1 Imports, Fort Worth, TX

- Primary responsibility involved development and support for Pier1.com
- Lead development team for Pier1.com v4.6, v5.1 and v5.2
- Simultaneously delegate tasks to my team while completing my development objectives, monitoring outstanding defects, communicating with external applications and vendors, coordinating testing with QA team, and supplying project updates to my superior
- Conduct weekly team status meetings
- Features for current release include:
  - Replace MSMQ with BizTalk in Epiphany application for added redundancy. BizTalk orchestration calls multiple web services and transmits emails for Epiphany to consume.
  - Dynamically route emails based on incoming message content
  - Implement nested orchestrations to devalue gift cards
  - Handle multiple payment methods for an order using atomic and long-running transactions

**Senior Developer**

*2002 - 2006*

Pier 1 Imports, Fort Worth, TX

- Developed, tested, and support multiple BizTalk solutions in production for Pier1.com, which communicate with both internal and external systems:
  - Built the entire ecommerce backend order system which communicates with FedEx and Pier 1 distribution centers (XML & EDI). Adheres to ANSI X-12 standards.
  - Generated customer order e-mail notifications (XML to HTML via XSL)
  - Requested order payment authorization and made logical decisions based on response
  - Sent XML product catalog feeds to Google using dynamic ports

- NUnit tests were created for all solutions to facilitate development & testing. NAnt scripts were used to build all solutions and MSI packages were used for deployment.
- Designed and implemented message workflow for internal web site used by 1100+ Pier 1 stores to order store supplies. Communications were done using BizTalk and COM objects to consume and output flat files. Messages include order extracts, order status updates, and product catalog imports.
- Worked closely with mainframe team to establish real-time transfer of customer gift registry data via VSAM files and IBM Websphere MQ (MQ Series).

**Senior Consultant**

1999 - 2002

Software Architects, Irving, TX

- Client: Pier 1 Imports, Fort Worth, TX 2000 - 2002
- Client: Justin Boots, Fort Worth, TX 1999
- Client: CellStar, Carrollton, TX 1999

EDUCATION

**University of Texas at Arlington**

1998

Arlington, TX

*B.S., Information Systems*

**Texas Tech University**

1996

Lubbock, TX

*Undergraduate work towards B.S. in Information Systems*