

James Nonnemaker

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Summary

Highly accomplished technical professional with nearly 25 years of experience in delivering effective solutions within demanding timeframes. A results-oriented problem solver who thrives in fast-paced environments. Recognized as a valuable team member, known for influencing a clear vision for success and setting strategic goals. Exceptional communication skills with a proven ability to gather requirements and prioritize tasks efficiently. Promotes a collaborative atmosphere, fostering teamwork and driving goal attainment.

Experience

Development Team Manager

July 2023 to Present

US Department of Health and Human Services/Centers for Medicare and Medicaid — Rockville, MD

- **Lead and managed a team of PHP developers and MySQL DBAs within a Linux-based AWS environment, overseeing a high-traffic government website with 500,000+ monthly page views.**
- Spearheaded the successful upgrade of the system from PHP 5.x to 8.x, including updating core code, modules, and the SQL database environment.
- Collaborated with the Project Management Office (PMO) to receive, assign, and manage development tasks, ensuring timely project completion and adherence to requirements.
- Generated and presented bi-weekly progress reports to the PMO, outlining project status and team productivity, and provided detailed monthly reports with a summary of completed tasks.
- Supervised monthly code releases, ensuring smooth deployment and addressing any post-release issues.
- Hands-on manager, providing technical leadership and guidance to solve complex level 3 issues related to PHP and MySQL.
- Oversaw and tracked team performance, reviewing tickets, managing workflows, and ensuring accurate time reporting for all team members.

Vice President - Apps. Dev. Sr. Programmer Analyst

September 2016 to April 2022

Citigroup, Inc — Irving, TX

- **Managed and ensured the smooth operation of a mission-critical customer-facing application by overseeing fleet of 12 RHEL 6 and 7 Linux servers, delivering 5.9 billion documents annually.**
- Supervised the deployment of a custom Visual Studio application written in C# to a live environment.
- Handled multiple Windows 2008 servers running IIS and serving .NET pages, managing multiple virtual hosts.
- Coordinated a successful project to upgrade Windows 2008 servers to 2012.
- Oversaw the coordination of a project to upgrade RHEL 6 servers to RHEL 7.
- Created and customized Perl, PowerShell, and VB scripts to automate tasks and monitor systems.
- Utilized event logs, stack traces, and forensic programming techniques to diagnose and resolve complex coding issues, ensuring smooth functionality of applications.
- Integrated Git with popular development environments and tools, streamlining the development workflow and boosting team productivity.
- Assisted with the administration, reporting, and patching of Oracle 11.x and 12.x servers and MS SQL servers.
- Managed Open Text Output Transformation Server (OTS) 16.x across 12 Red Hat Linux servers using ODWEK component to access CMOD document repository, optimizing document processing and delivery.
- Administered Open Text Exstream 8.x and 9.x on Windows Terminal Servers (RDP), ensuring reliable and efficient document generation and distribution.

Contracted Software Developer

February 2016 to September 2016

Mastercraft Boat Company, LLC — Vonore, TN

- **Developed and customized custom online ordering programs using UniBasic/Pick Basic with an Informix 8.1 back-end, employing a classic ASP middleware component to interface with PHP and jQuery.**
- Modified the classic ASP middleware product to enhance connectivity between UniBasic and PHP applications.
- Created and customized PHP webpages running on Red Hat Linux with a MySQL database, leveraging CodeIgniter PHP web framework, Bootstrap, jQuery, and JavaScript technologies.
- Tailored Drupal 8 themes, modules, and plugins to meet specific project requirements and enhance functionality.

- Implemented and configured Drupal site architectures, including content types, taxonomies, views, and blocks.
- Performed database administration tasks within MySQL on Red Hat Linux, including database creation, table design, view creation, and user management.
- Developed system automation and administration scripts using Python on Red Hat Linux, streamlining operational processes and improving efficiency.
- Demonstrated expertise in creating Git repositories, branching, and merging code to facilitate parallel development and code collaboration.
- Managed offsite storage using Amazon S3 and deployed and maintained Linux servers on Amazon EC2.
- Utilized Amazon CloudWatch to effectively monitor application logs on virtual machines.
- Leveraged the power of Amazon Lambda to develop custom functions that seamlessly integrated with the application's environment. These functions were specifically designed to send alerts via Amazon SES (Simple Email Service) when predefined error thresholds were exceeded, enabling prompt response and mitigation.

Associate Vice President - Apps. Dev. Programmer Analyst

May 2007 to February 2016

Citigroup, Inc — Miami, FL

- **Developed and maintained a franchise critical, in-house web application using Classic ASP and later VB.net/C#, hosted on Windows 2008 and 2012 servers with an IIS web server and MSSQL database. This application efficiently supported over 500 users and processed 3 billion dollars in transactions daily.**
- Implemented innovative data import methodologies and techniques using Perl and SQL queries, resulting in a remarkable 400% increase in import speed. This optimization reduced the import duration from over 5 days to under 12 hours, significantly enhancing data processing efficiency and overall system performance.
- Designed and delivered custom web-based applications utilizing PHP (Laravel) and Perl on Red Hat Linux, incorporating AJAX, jQuery, JavaScript, CSS, HTML, and Bootstrap technologies. These applications empowered users with streamlined workflows, rich user interfaces, and interaction with an Oracle database.
- Acted as a dedicated Database Administrator (DBA) for 5 MS SQL Servers supporting a high-traffic financial services portal website. Managed key responsibilities such as software version upgrades, database creation, table and view configuration, user administration, and daily server backup operations.
- Developed stand-alone Perl applications on Red Hat Linux and HP-UX platforms, seamlessly interfacing with both Oracle and MS SQL databases to mine and manipulate financial data.
- Streamlined data import, export, and modification processes by creating robust BASH shell scripts on Red Hat Linux. These scripts automated critical tasks, enhancing efficiency and accuracy while reducing manual effort.
- Collaborated closely with the server management team to support and maintain Red Hat Linux, SunOS, and Windows 2008 and 2012 servers.

Director of Remote Office Operations

May 2005 to May 2007

HostGator.Com, Inc — Toronto, ON

- **Successfully established and managed operations for a remote office in Canada, implementing a robust team management strategy, overseeing payroll, immigration, and tax policies, and managing office expenses. Simultaneously, contributed to programming and system administration responsibilities.**
- Led and supervised a team of 10 UNIX administrators and 20 customer service technicians, fostering a collaborative and high-performing work environment. Provided guidance, mentoring, and support to team members, ensuring the smooth operation of daily activities and optimal customer service delivery.
- Assisted in advanced system support and administration tasks on CentOS Linux servers, ensuring the stability and security of the infrastructure. Collaborated closely with the technical team to address complex issues and optimize system performance.
- Took ownership of monitoring, patching, and software installation on over 500 CentOS Linux (LAMP) servers running cPanel and WHM located in a remote datacenter. Maintained a proactive approach to server management, minimizing downtime and maximizing system efficiency.
- Demonstrated expertise in resolving escalated customer support tickets and addressing challenging technical issues related to cPanel and WHM on CentOS Linux servers. Effectively handled customer inquiries, providing timely and accurate resolutions to ensure customer satisfaction.
- Developed and maintained custom Drupal 4.7 modules and themes to meet specific project requirements, ensuring adherence to coding standards and best practices.
- Customized and extended Drupal core functionalities through hooks, preprocess functions, and template overrides, enhancing the overall functionality and user experience of websites.
- Implemented Drupal site architectures, including content types, taxonomies, views, and blocks, to create scalable and flexible website structures.

- Worked in close collaboration with the Chief Technology Officer (CTO) to develop and implement various system patches, including kernel patches, utilizing the C programming language on CentOS Linux. Additionally, contributed to resolving complex programming challenges in PHP (Symfony) and Perl on CentOS or Red Hat Linux platforms, further enhancing system functionality.

Interim IT Director

April 2004 to April 2005

Medical Automation, Inc — Detroit, MI

- **Developed a custom web-based CRM solution tailored for in-house use, leveraging PHP, MySQL, and Drupal 4 on Red Hat Linux. The implementation of this CRM resulted in a significant productivity boost of 300%, streamlining operations and enhancing efficiency.**
- Directed and managed a team of 5 Cobol (Accu-Cobol 85) programmers, providing guidance and support in resolving complex programming challenges in Cobol and Perl on SCO UNIX. Ensured smooth collaboration, effective communication, and successful completion of programming tasks.
- Spearheaded the design and development of the company's public-facing website, incorporating a sophisticated ticket and time tracking system. Leveraged technologies such as Perl, HTML, CSS, and advanced JavaScript to create a seamless and user-friendly interface.
- Built, installed, and managed in-house web and database servers running Red Hat Linux with LAMP stack configurations. Ensured the stability, security, and optimal performance of these servers.
- Successfully built and configured new customer servers running SCO x86, implementing efficient setups with dumb terminals and serial printers. Demonstrated expertise in server deployment and configuration, meeting the specific requirements of customers.
- Acted as the Database Administrator (DBA) for in-house MySQL servers running on Linux. Oversaw the installation, configuration, and modification of software, as well as the creation of databases, tables, users, and stored procedures. Ensured the integrity and reliability of data storage and retrieval processes.

Network Manager

July 2001 to April 2004

For Eyes Optical Company — Hialeah, FL

- **Developed, programmed, and provided ongoing support for a custom in-house UNIX-based telephone order entry system using UniBasic on SCO UNIX, leveraging an Informix database. Modernized outdated UniBasic applications, resulting in a departmental productivity increase of nearly 600%.**
- Led a project to establish connectivity between approximately 250 stores and the corporate office through DSL and VPN networks in the US and Puerto Rico, ensuring seamless data transmission and communication.
- Built and managed a robust infrastructure consisting of 15 web servers running Apache on FreeBSD and Red Hat Linux, facilitating reliable and scalable web hosting services.
- Oversaw the deployment and management of 5 database servers running MySQL on Red Hat Linux.
- Served as a database administrator (DBA) for both MySQL and MSSQL servers, handling software installations, configurations, modifications, and overseeing the creation of databases, tables, users, and stored procedures.
- Designed and developed various websites hosted on Windows 2000 servers using ColdFusion and Classic ASP, utilizing HTML, CSS, and JavaScript with a MSSQL backend, delivering dynamic and interactive web sites.
- Created public-facing websites hosted on Red Hat Linux servers, utilizing PHP and Perl with HTML, CSS, and JavaScript, backed by a MySQL database, to provide engaging and functional web solutions.
- Managed Windows 2000 and 2003 servers running IIS, ColdFusion, and MSSQL, ensuring server stability, performance optimization, and security.
- Led a team of 5 network specialists, providing guidance, oversight, and reporting progress to the Chief Technology Officer (CTO) for high-profile projects, fostering collaboration and ensuring project success.

Director of Technology - CTO

June 1999 to July 2001

RestaurantMarket.Com, INC — New York, NY

- **Played a pivotal role in the design, development, and coding of over 90% of the extensive Perl codebase, comprising more than 1 million lines of code, driving a highly scalable and robust e-commerce website. This platform successfully supported nearly 100,000 users, showcasing exceptional programming skills and attention to detail.**
- Led the design efforts to create an appealing and user-friendly interface for a high-traffic public-facing website, employing HTML, CSS, and JavaScript to deliver a seamless and engaging user experience.
- Served as a Database Administrator (DBA) for MySQL servers, performing installation, configuration, and customization of software, while also being responsible for the creation of databases, tables, users, and stored procedures. This role ensured efficient data management and optimized performance.

- Successfully built and configured multiple web and database servers on FreeBSD, utilizing Perl and MySQL.
- Demonstrated expertise in the installation and administration of Windows NT 4.0 and Windows 2000 servers, contributing to a robust and stable network infrastructure.
- Effectively managed a team of 5 Perl and PHP programmers, providing guidance, overseeing daily progress, and ensuring adherence to tight project deadlines. Regularly reported progress and communicated with the CEO to align objectives and achieve strategic goals.
- Oversaw the day-to-day operations of a call center, leading a team of 20 operators, ensuring smooth operations, and maintaining high-quality customer service standards.

Education

Industrial Education Certificate – Data Processing

Current River Area Vocational/Technical School – Doniphan, MO

Certifications

Microsoft Certified Azure Fundamentals, AWS Certified Cloud Practitioner, CompTIA A+, Linux Professional Institute Linux Essentials Certification

Technical Skills

Operating Systems: Microsoft Windows Client: 95, 98, ME, XP, 7, 8, 9, 10, 11. Windows Server: NT 4, 2000, 2003, 2008, 2012, 2016. BSD: FreeBSD, OpenBSD, NetBSD. Linux (Versions 5, 6, 7, 8, and 9): Red Hat Enterprise Linux (RHEL), CentOS, Alma Linux, Rocky Linux, Cloud Linux. Other Unix: SunOS, SCO UNIX, Z/os, AIX.

Programming Languages: UniBasic/UniData, Pick Basic, Informix, HTML, PERL, PHP (Laravel, Symfony, and CodeIgniter), MSSQL, MySQL, Oracle SQL, Postgresql, Quick Basic, Visual Basic, ASP (classic), ASP (VB.net/C#), VB Script, JavaScript, C/C+, Java, Crystal Reports, BMC Remedy (ARS) 7/8/9, BASH Shell Scripts, ColdFusion, Cobol/AccuCobol 85, CSS/StyleSheets, AJAX, jQuery, Bootstrap, SDLC (Agile/Waterfall/Spiral)

Other Software: Apache (LAMP), MySQL Server, cPanel/WHM, Sendmail, Exim, Drupal 4/8/9/10, Bind, Adobe Photoshop, Adobe Fireworks, Adobe Illustrator, GIT/GitHub/GitLab, Microsoft Office Suite, Microsoft SQL Server, and Microsoft IIS (WAMP), Open Text Output Transformation Server, Open Text Exstream.

Cloud Services: AWS (DynamoDB, RDS, Redshift, S3, EBS, CloudTrail, CloudWatch, EC2, ECS, Fargate, Lambda, WorkSpaces, SES, SNS, SQS), Azure (Virtual Machines, Container Instances, Blob Storage, Cosmos DB, App Service, DNS, Load Balancer, Databricks)