

Paul “Keith” Wechsler II

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I am an accomplished software engineer with more than 15 years’ experience in all phases of the software development lifecycle. I have extensive experience integrating data from various systems – both internal enterprise applications and third-party applications from external vendors. I excel at using technology to provide simple answers to complex business problems.

LANGUAGES / SYSTEMS

- Microsoft Dynamics CRM
- JavaScript, HTML, and CSS
- C# / .Net Framework
- PL/SQL (Oracle)
- T-SQL (MS SQL Server)
- SSIS (SQL Server Integration Services)
- SSRS (SQL Server Reporting Services)
- TFS (Team Foundation Server)
- Git
- Angular

PROFESSIONAL EXPERIENCE

SYSTEMS ANALYST – SOFTWARE ENGINEER – SR. SOFTWARE ENGINEER

CSX Technology – Jacksonville, FL

- Member of a development team that customized and maintained a 1500-user Microsoft Dynamics CRM application. The original installation was CRM 4.0 and was upgraded to CRM 2013 and last year to CRM 2016. Items that I worked on included:
 - In 2016, focused on the Unified Service Desk (USD) aspect of CRM. Used the CTI Generic Listener to sense a phone call through the Avaya agent and display a contact record when the incoming phone call matched a Contact's business or mobile phone. Determined that we could use CRM's built-in multi-entity search to handle calls that didn't match a number, or for calls that matched more than one number, to search for the correct contact. Wrote a C# console app that would format the phone number received from the Avaya switch so that it used the same format as our Contact records
 - Developed a C# plug-in to switch forms on our Account entity based on the value in the department field
 - Wrote an integration job to synchronize contact information from our customer facing website (ShipCSX) into the Contacts in our CRM system. This relied on SQL Server Integration Services (SSIS) and a third-party (CozyRoc) adapter.
 - Wrote several sophisticated SQL Server Reporting Services (SSRS) reports. One report was a Customer Site Assessment (CSA) Profile that included 7 sub-reports and would generate as many as 20 pages of information for a single customer site. Our CSA project was recognized by Microsoft as one the most innovative uses of CRM during 2013 and was recognized at the annual Convergence event with the Dynamics Business Award: Enterprise
 - Implemented the CRM Mobile application functionality for multiple entities
 - Wrote stored procedures, functions, and views to share information from our CRM system to be used by our GIS team on the CSX.com website

- As a member of the Disaster Recovery team, discovered a flaw in our database backup/recovery process that would have rendered our CRM system useless in the event of an actual disaster
- Supported a commercial forecasting application that had an Excel interface used by Market Managers and an Oracle back-end to process forecasted volume and revenue compared to actual traffic
- Wrote Oracle PL/SQL scripts that formed the back-end for an account planning application

EDI ANALYST – EDI ACCOUNT MANAGER

CSX Transportation – Jacksonville, FL

- Supported customers of CSX in transmitting billing and car handling information electronically
- Worked with multi-million dollar accounts to facilitate the exchange of business information
- Developed a communication script for the PC that was used to transmit AS/400 minicomputer information to our mainframe

BIOMEDICAL MICROCOMPUTER PROGRAMMER / TECHNICIAN

Marshall University School of Medicine – Huntington, WV

- Worked with professors, physicians, staff, and students to assist them with computer-related issues at the School of Medicine
- Worked with an Internal Medicine professor to develop a "Doc-In-The-Box" bulletin board system that allowed the general public to leave questions that were answered by school staff
- Developed an application that interfaced a PC with a laserdisc to show pictures and video segments to medical students. This project was published in the journal of the Information Technology in the Health Sciences: Linking the Medical Community Conference hosted by the University of Tennessee in 1988

EDUCATION

Bachelor of Science Computer Information Sciences

University of North Florida – Jacksonville, FL

Associate of Science

Ashland Community College of the University of Kentucky – Ashland, KY

CERTIFICATIONS

- Certified Microsoft Technology Associate (MCP/MTA)
- Completed CRM 2011 Bootcamp through Biz IT Pro

AWARDS

- Worked on 2 projects nominated for the CSX Chairman's Award of Excellence – CSX's highest award
- Named a CSX Technology All Star