Alex Wagner

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Collaborative Technology Leader | Agile and Lean Software Engineering

Technical Proficiencies

Software: Adobe Creative Cloud | Adobe Experience Cloud | GitLab | Atlassian Jira, Bitbucket, and Confluence | IntelliJ | Microsoft Visual Studio Code | Microsoft Visual Studio | ServiceNow | Figma

Languages: HTML | CSS | PHP | JavaScript | TypeScript | Java | C# | VBScript | Transact SQL | JQL | Python

Frameworks and Tools: React | Bootstrap | Node.js | jQuery | CSS Grid | FlexBox | Foundation | Angular | Adobe Experience Manager (AEM) | WordPress | Shopify | Postman

Professional Development: Lean Six Sigma Yellow Belt | Certified Scrum Developer (CSD) | Agile Leader Certification (SSGI) | Certified Scrum Product Owner (CSPO) | Certified ScrumMaster (CSM) | NSLS Foundations of Leadership | Certified Internet Webmaster (CIW) Associate

Additional Skills and Interests

SAFe Agile | Release Management | Project Management | Scrum | Business Analysis | Data/Statistical Analysis | Strategic Planning | UX/UI | Software Development Life Cycle | Cross-Functional Team Management | Vendor Management | Quality Testing | Technical Documentation | Multidisciplinary Artist | Tabletop Gamer | Planetary Society Member | STEAM Outreach

Professional Experience

CREDIT ONE BANK, Las Vegas, NV – 10/2017 to Present

Associate Vice President (AVP) III, Web Engineering

- **Created a diverse team** of full-stack web developers, software engineers, and quality assurance professionals from the ground up.
- **Implemented robust data and statistical analysis methodologies** to scrutinize key performance metrics, which informed resource allocation, project prioritization, and policy formulation.
- **Reduced scope creep by 200%** and **improved work documentation by 150%,** doubling as the team's **ScrumMaster** during a department reorganization.
- **Performed code reviews and supervised day-to-day activities** to ensure high-quality output and adherence to project timelines, **providing a rate of less than 1.5 merge requests per story**.
- **Implemented SAFe Agile Release Train and project life cycle management** from design, development, documentation, testing, and deployment, including overseeing new requests and optimizing the flow of value.
- **Managed web production for Adobe Experience Manager** (AEM), including collaborative deployment of code and content.
- **Developed innovative web-based solutions for new applicants and 18M+ existing card members** while ensuring user interfaces reflect design/technology requirements and functionality.
- **Successfully reduced the development and deployment time** from one year to a two-week deployment cycle, resulting in a **90% decrease in time to market**.

SMART CITY NETWORKS, Las Vegas, NV – 9/2001 to 10/2017

Senior Systems Developer (1/2014 to 10/2017)

- **Designed, implemented, and optimized SQL databases**, tables, queries, and stored procedures for all web-based applications.
- **Developed and maintained SSIS packages** to streamline data extraction, transformation, and loading processes by 60%.
- **Enhanced data retrieval efficiency by 40%**, supported data-driven decision-making, and significantly bolstered key business intelligence initiatives within the organization.
- **Streamlined workflow** by overseeing a small web team and minimizing maintenance requirements.
- **Managed advanced and complex issues via Tier III application support** for web and Windows applications.
- **Facilitated completion of development projects** to scope and schedule via implementation of a feasibility study, analysis, wireframing, and statement of work (SOW) documentation policy.
- **Designed, developed, and managed an expense reports system completed two weeks early**.

Systems Developer (12/2006 to 1/2014)

- **Led the successful conversion of flat SQL database tables** to an optimized relational database structure, resulting in a **37% increase in data retrieval and processing efficiency**, facilitating more timely and accurate business intelligence reporting and decision-making.
- **Planned, developed, deployed, and maintained new systems for the company intranet, extranet, three websites, and 35+ microsites**.
- **Ensured software met business and technical requirements** through software testing and documentation.
- **Delivered end-user education** by coordinating and conducting nationwide training on internal software and processes for both web and Windows applications.
- **Slashed bounce rate by 50%** via redesign of company website through user experience, interface, and navigation improvements. This resulted in a significant increase in user engagement and overall website performance.
- **Decreased man hours by an average of 240 per month** by building applications, automating business processes, and driving efficiency and accuracy. This improved productivity and streamlined workflow, resulting in cost savings for the company.

THE ART INSTITUTES, Las Vegas, NV – 4/2014 to 7/2017

Web Design/Interactive Media Adjunct Instructor

- **Educated college-level students on web design**, graphic design, and programming.
- **Created lesson plans, rubrics, lectures, and exams**.
- **Inspired students to take an interest in software technology** by developing engaging and interactive projects and assignments based on textbooks and personal experience in the field.
- **Mentored and advised students on academic and career goals**, providing guidance on industry trends, best practices, and emerging technologies.

Education

Master of Information Systems, University of Phoenix, Online
Bachelor of Science in Information Technology, University of Phoenix, Online