GRIEG PEDERSEN

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CHANGE NEEDED!

I use my technical abilities, communication skills, and exceptional ethics to make a real difference by spotting opportunities, pitfalls, and misunderstandings that others miss. Your business is about your customers' lives and business and your customers' business is about their customers. Their whys are my whys, and *what* and *how* follow naturally from there. What can I help you solve?

If I'm not learning, why am I living; and if I'm not teaching, why am I learning?
The big picture is the only picture. Why is the most important question.

BUSINESS SKILLS

Cross-functional Translation • Process Improvement • Requirements Gathering • Leadership
Client Relations • Ethics Coaching • Seeing Surprising Things • Doing the "impossible"

TECHNICAL SKILLS

PROGRESS OpenEdge • Webspeed • Unix • C/C++/C# • Python • .NET • Technical Design
Requirements Analysis • TDD • Documentation • Architecture • Full-Stack Design & Development
ERP • TCP/IP • XML • HTML • SQL • REST • SaaS • Microservices • Platform Migration

Senior Software Engineer / Engineering Manager
Laserfiche • Long Beach, CA • 1/2022-10/2022

Laserfiche is a provider of SaaS document and process management systems. Led a team of very green developers out of isolation and into maturity. 50/50 technical/management position. C# Blazor .NET

- Broke down a culture of isolation, driving the team to communicate and work with other teams
- Created awareness and dialog throughout the company
- Review and evaluated the architecture of their e-commerce platform written in C# (Blazor)
- Drove a major failed project through redesign, development, and successful release
- Dramatically improved quality of deliverables
- Directed new observability, logging, and health check goals and standards

Senior Software Engineer / Team Lead
Audatex, A Solera Company • South Jordan, UT • 1/2018-12/2021

Provider of Saas Platform for automotive valuations for total loss insurance claims migrating a 30 year old, million line, monolithic legacy system to a virtual, distributed, microservice architecture. Progress OpenEdge, Unix/Linux

- Led a team spread across multiple time zones and continents
- Developed major upgrades to software and processes
- Managed major outage responses
- Improved release time and accuracy through Continuous Integration using Python, git, and PDS/OE
- Consulted on design of mongo NoSQL document store and integration with relational systems
- Added security and testing features to Webspeed interface
- Centralized and standardized logging from dozens of separate logs

Software Engineering Consultant
Meridian Health Plan (as a Progress Software Corporation consultant) • 8/2016-2/2017

Performed a self-directed, in-depth analysis of a mature bespoke health claims and financial management system, adding 8 indexes, updating many programs, and launching a project to replace an inefficient subsystem everyone thought was long gone. Progress OpenEdge, Unix, Windows

- Improved performance a thousand fold: from "go get coffee" to imperceptible
- Traced problems not to the upgraded platform as suspected but to the app update process

Software Engineering Consultant
Tyson Fresh Meats • 9/2015-6/2016

Completely reinvented the UI/UX during the systems integration of a new bespoke Warehouse Control System (WCS) with their existing OpenEdge-based Warehouse Management System (WMS). I spearheaded design, led meetings, and taught the rest of the team. Full-Stack integration. Progress OpenEdge, .NET

- Analyzed scope of the new system, requirements, and UI/UX
- Created new .NET base classes for the entire project
- Revolutionized the Load Controller's job by reinventing their management console
- Created the basis for a full replacement of the legacy character-based UI

Software Engineering Consultant
Wells Fargo Dealer Services • 10/2013-6/2015

On a bespoke monolithic application in transition to microservices, with a Progress OpenEdge relational database system of record and decision services provided by .NET REST JSON services, I improved processes and decisioning, and prevented loss of business. Participated in daily scrums, facilitating as necessary.

- Saved the company's classic car business segment by questioning approved requirements.
- Improved decision accuracy by overhauling debt adjustment logic.
- Updated ETL interfaces to SQL Server data warehouse.
- Improved speed and accuracy of the software release build process by developing a thousand-line interactive Unix ksh script to automate the process and do extensive analysis of the results, preventing accidental rollbacks and release of unscheduled items.
- Led to completion: development and analysis of a previously failed "30 hour" project that actually required several hundred hours including schema changes and a complete replacement of a financial computation module.

Senior Software Engineer
Sedgwick • Memphis, TN • 2008-2013

The largest medical insurance claims administrator in the country, Sedgwick processes over a billion dollars in claims each month through a 20 TB Progress OpenEdge system of record feeding an Oracle data warehouse. Designed and implemented new ETL financial interfaces and tools for creating them; improved business relationships; and ensured meeting SLAs to preserve funding of a billion dollars in escrow accounts monthly.

- Built client confidence
- Turned adversarial relationships with carriers to cordial, cooperative ones through hard work, technical expertise, and great customer service.
- Taught, mentored, and guided new and existing members of Carrier Reporting and other IT teams.
- Vastly improved quality of reporting output.
- Created and maintained ETL financial interfaces for carriers, clients, and data warehouse.

Information Systems Manager
Penn Aluminum, International • Murphysboro, IL • 8/2003-8/2005

A $60M aluminum extrusion and fabrication company, Penn Aluminum makes tubing and fabricated parts for automotive, hydraulic, air conditioning, and other applications.

Led a $1M IT department while cutting costs and simultaneously increasing the scope of IT within the company and extending our reach from one facility to two separated by nearly a thousand miles. Improved processes, cut other departments' costs, and improved efficiency across the business.

- Directed a major overhaul of software not designed for multiple locations.
- Saved over $200,000 in costs and $360,000 in inventory adjustments annually by implementing an RF inventory counting system integrated with the serial inventory system.

- Streamlined HR and improved worker availability and training with a new Training Management Module integrated into Progress OpenEdge based SyteLine that exceeded QS-9000 requirements.
- Developed successful budgets without cutting staff under intense pressure to increase IT operations while cutting expenses 5% annually.

Chief Technologist
Worldshop • Grand Rapids, Michigan • 12/1991-7/1996

"Amazon before Amazon." C++, Unix, Linux, Bash, Perl. All with resources far more limited than modern mobile. Full-stack developer, architect, and manager. I designed the architecture, specified and built the data center, and hired developers, a network admin, and content creators and artists.

Software Engineer
Grieg Pedersen Consulting 1/1988-12/2017

- Mack Concrete: Saved 5,000 skilled worker-hours annually by integrating ERP with Engineering via a custom OpenEdge-based ETL interface.
- D&H Distributing: Developed technical and legal requirements for expansion of a US-based distribution business into Canada
- Ipsen USA: Automated bi-directional Bill-of-Material review between Ipsen USA and its corporate parent, and integrating engineering drawings into the BOM to provide one-click access to those drawings. Improved marketing analysis with a new interactive query feature that users rave about.
- Compucom: Integrated their bespoke financial system with their parent company's Oracle Financials.
- Franklin-Templeton: 9/11 Disaster recovery rebuild of lost systems
- Quantum Compliance Systems: DevOps: Cut release time in half. Developed configurable filtering feature – one filter generator to rule them all. Full-stack: bespoke code generator generator for SaaS Platform.
- Gordon Food Service: full-stack development of new in-store kiosk. Recognized by the company president and the IT director for "Most Innovative Technical Work of the Year." Fixed "unfixable" bugs no one else could, including the firm that created them.
- Bennett Pump Co: Saved $1 million annually (2.5% of total revenue) in lost orders due to poor process control with a day's coding. Reduced call-to-confirmation ordering time from days to minutes.