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**Craig Tognarina**

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[**LinkedIn Profile**](https://bit.ly/3kySQkq)

# Profile

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| **Professional Summary** | A career in very diverse customer-facing project leadership roles, like Senior Software Engineer and Senior Business Analyst, has given me a wide variety of skills and experience implementing customer solutions. My flexibility and ability to learn quickly have been invaluable assets to me throughout my career. Motivated by a customer-obsessed drive to help them succeed, I utilize my unique combination of technical leadership, proficient understanding of the software development life cycle, business knowledge, reliable analytical skills and project management skills to make their goals a reality. |
| **Skills** | |  |  |  |  | | --- | --- | --- | --- | | Relational Databases | Cloud Development | DevOps | Agile Scrum/Sprint Planning | | SQL/NoSQL | Application Architecture | Jenkins | Github/Jira | | HTML5/CSS3 | Shell Scripting/Python | Consulting | Process Improvement | | Javascript/React/Angular | Application Servers | Docker | Java/JSP | | AIX/UNIX/Linux | Strategic Thinking | Solution Design | IBM Softlayer/AWS | | UX/UI | Cloud Infrastructure | CI/CD | Node.js/NPM | |

# Career Highlights

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| **Awards/ Recognition** | IBM Global Services Leadership Award – Successful assessment for Capability Maturity Model-SW.  US Patent Office Filed 10/2018 - https://patents.justia.com/patent/10606935 |

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| **Work Experience** | **04/2020 – 09/2020** *(Divested from IBM, Acquired by Centerbridge Partners)*  **Acoustic LP**  As a software engineer, for the last ~18 months (13 months at IBM and 5 months at Acoustic),  - Delivered front-end javascript framework product enhancements and fixes.  - Wrote back-end microservice API code in Java to be used by the front-end.  - Maintained a multi-tenant cloud native SaaS platform using modern development concepts.  - Implemented analytics to collect metrics so we could gain insight into end user behavior.  **01/2000 – 03/2020**  **IBM -** Senior Software Engineer / Senior Systems Analyst(Many Customers/Locations)  - Increased revenue and added business value as a subject matter expert by performing development, business requirements gathering and requirements analysis, writing technical specifications, unit testing/system testing and project management according to best practices and standard methodologies.  - Improved customer satisfaction through excellent communication and collaboration across multiple groups, external and internal stakeholders using Microsoft Office (e.g., Word, Excel, Visio, PowerPoint) while reporting updates and business metrics to executive leadership.  - Boosted reliability and reduced production support needs by providing coaching for customers regarding governance, maintenance practices and delivery maturity for their long-term business solutions planning.  - Often worked with the customer (business and technical), project manager and product management to do business requirement gathering/analysis and then documenting/modeling those for developers.  - Reduced bugs introduced during development by relying heavily on my business analysis skills and technical understanding to document the user stories, technical design and strategy for the solution.  - Built customer goodwill and retention by delivering technical training and presentations to customers, equipping them to maintain the solutions we built for them.  - Possess a strong ability to solve problems, to troubleshoot and resolve development, infrastructure, database, system administration, performance issues in customer and cloud environments. |

# Qualifications

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| **Key Training** | ATC03 - Architectural Thinking Workshop | |
| **Education** | Bachelor of Science: Information Systems  University of North Carolina - Greensboro, US  Graduate-level Education Course in Software Engineering  Northeastern University - Boston, Massachusetts, US |