

# John M. Softich

Director of Software Engineering

[jsoftich@gmail.com](mailto:jsoftich@gmail.com) • (406) 580-6014

<https://www.linkedin.com/in/jsoftich/> • Kalispell, MT 59901

Technically sophisticated professional with substantial experience building software architecture, leading high-performing teams, delivering high-quality products, and adopting cloud technologies. Expertise in building, managing, and scaling a high-performing technology organization. Adept at fostering innovation and achieving results through effective leadership, with a track record of building and managing both small and large teams. Proficiency in agile project and product management, ensuring efficient and strategic delivery of projects. Solid capacity to develop and implement disaster recovery and IT security plans. Proven engineering department leader with skills in strategic planning, goal setting, process development, budgeting, and creating opportunities for professional development within technology teams. Aptitude to understand and promote the value of scalable architecture and sound design principles.

## Education

**BS Mathematics; Minor, Computer Science**  
Montana State University, Bozeman

## Certifications

Certified ScrumMaster® (CSM®)

## Technical Proficiencies

**Skills:** API Development, Cloud-Native Development, AWS, Microservices, Agile Project Management, CI/CD, SQL Server, PostgreSQL, Oracle, DB2 for I, Distributed Computing

**Tools:** Docker, Kubernetes, Git, Bitbucket, GitHub, TFS, Jira, Visual Studio, VS Code, IntelliJ

**Languages:** C#, .NET CORE, JavaScript, React, ASP.NET, Java, T-SQL, Python, PowerShell, Bash, Node.JS, Next.JS, Typescript, Angular, jQuery, GraphQL, Python, GoLang

## Career Experience

**National Flood Services, Kalispell, MT** **8/2011 – Present**  
**Director of Software Engineering** (3/2018 – Present)  
**Senior Software Engineering Manager** - .NET/DWH (8/2011 – 3/2018)

Orchestrate end-to-end project management, including software development, rigorous testing, release, and configuration management, across a spectrum of technologies encompassing Microsoft, IBM, and AWS platforms. Develop high-performing development teams by establishing clear expectations, managing objectives, providing coaching, steering career development, and executing targeted recruitment efforts. Function as product owner for all legacy platforms and serve as a pivotal Subject Matter Expert (SME) for the new platform, driving strategic initiatives.

- Enhanced efficiency by ensuring a seamless transition from Microsoft-based on-prem technology to an AWS/cloud solution, harnessing CI/CD principles with Gradle, Docker, Flux, and Kubernetes.
- Developed .NET tools facilitating integration between the legacy on-prem .NET/iSeries platform and the new Java/Postgres/AWS platform leveraging AWS SNS/SQS, fostering seamless connectivity.
- Spearheaded and directed a global workforce of over 80 in-house software developers and third-party vendors, ensuring efficient operations.
- Led a transformative shift in architecture, transitioning from ASP.NET/C# web forms to MVC 4+/Angular/React, ushering in modernization.
- Innovated by creating an enterprise service bus, significantly reducing time to market and resource allocation.
- Achieved a remarkable reduction in nightly DWH processing time, from 26-28 hours down to just 6 hours, through the implementation of set-based processing, optimal indexing, multi-threaded and distributed ETL processes, and effective database partitioning.

**Merlin Information Services, Kalispell, MT**  
**Director of IT** (2008 – 2011)  
**Dev/Ops Manager** (2005 – 2008)  
**Senior Developer** (2003 – 2005)

**9/2003 – 8/2011**

Headed information technology encompassing software development, IT operations/networking, IT security, data processing/warehouse, and helpdesk/sustainment services. Supervised a proficient team of twelve professionals while managing a substantial \$3M budget. Led software and system architecture, instilling rigorous development processes and standards across the organization. Delivered a custom site on schedule for the company's largest client without disrupting ongoing operations. Established a new internal data center and managed multiple colocation facility migrations and consolidation efforts.

- Pioneered a game-changing distributed computing framework, revolutionizing data processing efficiency by slashing address standardization, merging, and de-duplication time from 21-28 days for 1.2B records to a mere 4 hours for over 6 billion records on existing hardware.
- Migrated the development platform from FoxPro/C++ to C#/.NET/SQL Server, enhancing software development efficiency.
- Achieved compliance with all network and software audits, enabling Merlin to securely store full SSN data from credit header files and passing PCI audits.
- Managed the entire networking infrastructure, including Cisco, Juniper, and HP systems, along with the phone system, IVR, and IDS/IPS solution.
- Established crucial redundancy measures at critical failure points, including ISP connections, as part of business continuity planning and disaster recovery.
- Developed service level agreements (SLAs), along with corresponding processes and tracking systems for the Helpdesk, serving both internal and external customers.
- Formed a technical product development group, streamlining process from idea inception to product delivery, effectively bridging the gap between technology and business objectives.

## **Additional Experience**

**IT Manager & Senior Web Developer at Frontline Processing, Bozeman, MT**

**10/1999 – 9/2003**

- Directed IT and Customer Service operations for a prominent \$100M Information Services Company, with comprehensive oversight spanning software development, quality assurance, infrastructure, security, project management, helpdesk, and customer service.
- Earned recognition for establishing software development processes and project management protocols, driven by the specific needs of the business.
- Implemented a robust Linux-based IP Chain firewall and Intrusion Detection System/Intrusion Prevention System (IDS/IPS) utilizing SNORT technology, fortifying security measures.
- Managed project and product aspects for all customers generating revenue exceeding \$2 million, ensuring seamless coordination and delivery.

**Senior Web Developer at Montana State University – Math Department/STAR, Bozeman, MT**

- Spearheaded a dynamic team of developers to craft innovative application development and web-based solutions.
- Created interactive math-based sites for educational learning, utilizing CGI technology.
- Provided valuable instruction to both current and prospective educators on the effective integration of technology in classroom settings.
- Assumed the role of system administrator for all Solaris-based systems, ensuring smooth and efficient operations.