

Heather Downing

5915 S Norfleet Rd #B, Kansas City, MO 64133

714-675-0966 • quorralyne@gmail.com

Website: www.quorralyne.com

<http://www.linkedin.com/pub/heather-downing/2b/74/773>



.NET DEVELOPER

SUMMARY OF QUALIFICATIONS

- Microsoft Certified Technology Specialist (MCTS): 3.5 .NET Framework Web Applications.
- Excellent foundation knowledge in designing/developing web applications using .NET framework.
- 10+ years experience in challenging customer service environments.
- Experienced professional in problem-solving, decision making, and working under deadlines.
- Innovative when approaching new business developments.
- Write professional letters, memos and reports.
- Provide leadership in a team environment and train, coach and mentor others.

TECHNICAL SKILLS

Visual Studio 2012, 2010 & 2008, C#.NET 3.5 & 4.0, ASP.NET, Android, ADO.NET, AJAX, LINQ, SQL, SQL Server 2005 & 2008, SQLite Studio, Team Foundation Server, SSMSE 2005, XHTML, JavaScript, jQuery & jQuery Mobile, CSS 2.0, Adobe Photoshop, Adobe Lightroom, Microsoft Office Suite, HTML5, Razor, Ruby (minimal), Java (minimal)

TECHNICAL EXPERIENCE

DCT Solutions Group: Mobile Enterprise Software Company - Kansas City, MO 10/2012 - Present
Software Engineer I

- Created various .Net web applications utilizing MVC, Entity Framework and Unity
- Prepared front-end pages using HTML5/JS/CSS3
- Tested mobile application and assisted with UX design alterations
- Supported and debugged new releases involving a sync, SQLite database and web service
- Altered database schema and wrote data insert scripts for highly normalized DB
- Wrote windows application to interface with industrial scanners and printers
- Handled main client go-live and incremental deployments
- Wrote training guide for end users to use with our software products

Alexander Open Systems: Internal Client Solutions Company - Kansas City, MO 2/2012 - 10/2012
Junior SharePoint Developer

- Created customized look and feel for clients using SharePoint Designer
- Created a custom touch mobile interface for externally facing sites using javascript
- Blackbox testing and Quality Assurance for web and mobile applications
- Project outlining with a focus on site-mapping and information architecture
- Had permanent position created for me after conclusion of internship

Propaganda3: Digital Production/Software Company - Kansas City, MO 1/2011 - 2/2012
Internship

- Handled various XML and ASP.NET/C# coding requests

- Researched and learned the basics of Android application development
- Blackbox testing and Quality Assurance for web and mobile applications
- Project outlining with a focus on site-mapping and information architecture
- Had permanent position created for me after conclusion of internship

TECHNICAL TRAINING

Centriq Training, Leawood, KS

1/2011 - 6/2011

Application Developer in C#.NET Program

- Technical Competencies:
 - C#, ASP.NET 2.0 & 3.5, ADO.NET, AJAX, LINQ, Visual Studio 2008, SQL, SQL Server 2005, SSMS 2005, Database Design, XHTML, and CSS 2.0.
- Professional IT Project Experience:
 - **Widgets and Gadgets:** Created a secure application for managing product data.
 - **S.A.T. Project:** Created a secure application for managing students, courses, and scheduling data.
 - **Job Finder Project:** Created a secure ASP.NET application for the purpose of tracking job posting related information using C# and the .NET 3.5 framework. The application tracks companies, job postings, contacts, and communication data through the lifecycle of a job application. Built and scripted a SQL Server 2005 database from scratch where all data was stored. This application uses various aspects of ASP .NET including membership, directory security, data controls, e-mail functionality, and custom error handling. Managed all aspects of this project from creating the master page all the way through database and website deployment. Projects available for review live at the following URL: www.quorralyne.com
- Soft Skills Training:
 - Customer Care & Effective Communication.
- Certifications:
 - Microsoft Certified Technology Specialist (MCTS): 3.5.NET Framework Web Applications.

PROFESSIONAL EXPERIENCE

JoAnn Fabrics Inc. - Kansas City, MO

8/2009 - 10/2010

Operations Team Leader

- Responsible for hiring, training and managing 50+ staff;
- scheduling, payroll and overseeing company audit standards

Chateau Avalon Hotel - Kansas City, KS

10/2007 - 8/2009

Director of Guest Services

Group Sales Coordinator

- Hired, trained and monitored desk clerks, wrote schedule
- Handled guest e-mails and complaints
- Created SOP manual and flameless candle sales program
- Began to handle online networking portals

Marriott International - Various Locations

Kansas City Airport - Kansas City, MO

6/2005 - 10/2007

Front Desk Lead

Certified New Hire Trainer

- Ran shifts & trained new associates
- Responsible for guest services

Country Club Plaza - Kansas City, MO

2/2005 - 6/2005

Night Auditor

- Responsible for audit
- Checking in/out guests, answering phones

Anaheim Suites - Anaheim, CA

3/2004 - 2/2005

Night Audit Supervisor

- Ran shift, responsible for overseeing audit
- Checking in/out guests, answering phones

Disneyland Resort - Anaheim, CA

10/2002 - 3/2004

Attractions Hostess / CR Stable Attendant

- Jungle Cruise Skipper
- Animal caretaker, handler and presenter

KEY ACCOMPLISHMENTS OR LEADERSHIP ACTIVITIES

- Supervisor S.P.I.R.I.T. Training Course - Marriott International
- Certified New Hire Trainer Course - Marriott International
- Recipient of "Spirit To Serve" guest service award - Marriott International