

Charles Wesley

charleswesley@gmail.com | 206.861.5257

Personal Objective

Drive change for the public good through visionary use of technology in service of public organizations.

Professional Experience

City of Bellevue — Bellevue, WA

Enterprise Applications Lead, March 2019 - Present

I lead and mentor of a team of 7 direct reports supporting 50+ enterprise applications for the City of Bellevue. The portfolio is a combination of SaaS and on-prem systems that reflects the diversity and complexity of City services. Systems include JD Edwards (ERP), SharePoint, IBM Maximo (asset management), and Amanda (permitting and inspection).

Key Results:

- Lead cross-functional team utilizing UiPath RPA to migrate 2,300 active building permit applications from on-prem to SaaS with 96% accuracy rate and 10 times faster than manual alternative.
- Lead cross-functional team in building integration and data analytics capability using Azure, PowerBI, and Dell Boomi supporting deployment of 40,000 advanced metering infrastructure (AMI) water meters. 18 data integration points. 220 business rules measuring quality from meter delivery from factory to customer billing. Data quarantine on 36 hard business rules to quickly identify and correct issues. Team recognized with 2021 PTI award in Sustainability category.
- Served as incident manager for sensitive security issue.
- Rejuvenated cross-functional program team overseeing enterprise asset management system, Maximo. Negotiated new processes for managing emerging work, upgrades, and value add projects aligned with business priorities. Leads the program team and interfaces directly with governance.
- Developed a three year roadmap for ERP (JD Edwards) through close collaboration with subject matter experts, middle managers, and assistant directors. Plan approved by directors of Information Technology, Human Resources, and Facilities and Asset Management.

- Served as Logistics Section Lead for Bellevue Emergency Operations Center during COVID-19 activation. On a one-week-off, one-week-on rotation, I co-lead the team responsible for procurement of PPE and other critical supplies.

Lead Software Solution Architect, August 2017 - March 2019

As the Lead of the Development Team, I managed a team of 8-10 direct reports responsible for the design, development, and operations of over 30 applications. These systems include: MyBuildingPermit.com, a multi-jurisdiction online portal for permits; Praxis, a web-based system for managing B&O taxation for the City as well as other jurisdictions; mobile applications for use in the field supporting Police, Fire, and Utilities.

I am responsible for managing the work plan for the team, ensuring standards and procedures are established and followed, mentoring and developing staff, developing and communicating strategy across technology stacks, and managing customer relationships through project and service support.

Key Results:

- Introduced Agile methodologies to two software development teams. Lead by example, built capabilities in others, delegated roles, and transitioned two project managers into practice. Improved customer satisfaction, software quality, and more predictable releases.
- Lead technical team through reboot of internal business occupancy and tax product (Praxis) by reengaging customers, revamping development processes, hiring new technical staff, and delivering on negotiated roadmap.
- Lead technical team delivery of geospatial city record search capability for document repository using ESRI ArcGIS and Microsoft SharePoint.
- Lead technical team delivery of Pre-Fire iOS application used by firefighters on scene to access as-built building diagrams and supporting information.

University of Washington Bothell — Bothell, WA

Application Development Manager, August 2016 - August 2017

My primary responsibility is to deliver results by making sure the development team of 3 direct and 1 indirect reports is able to work efficiently. I am responsible for managing intake, negotiating scope, budget, and timelines. I manage vendor relationships, direct third party development teams, and ensure the team thrives within the SDLC standards of our department.

Key Results:

- Managed third-party vendor contract with \$80k budget to develop a web application for the School of Educational Studies. This app is mandated by PESB, an accreditation

agency, for data management and reporting.

- Lead major project to upgrade and significantly re-architect the content management system (CMS) powering www.uwb.edu. Facilitated a collaborative effort between UWB-IT and Advancement to review 70 code customizations to the product, reducing to 14. Further refactoring and re architecture reduced further to 3 modules, reducing overall technical debt significantly.
- Served as a key strategic partner and Product Owner for initial forays into AWS infrastructure. Lead team of architects and engineers to create and deploy development, test, and production environments for two major web applications including the www.uwb.edu web site.
- Lead JIRA implementation and growth across the organization. Currently supporting 40+ projects and 26 active users.
- Established Agile practices within team of direct reports and help lead IT-wide efforts to do the same across all IT units.

Enterprise Data Technology Project Manager, May 2015 - August 2016

Lead and partnered with cross-functional teams representing technical, operational, and academic units of UW Bothell. Serving as both a project lead and a hands-on engineer, I served as the only dedicated resource to enterprise data and projects on campus.

Key Results:

- Implemented enterprise data integration in support of EAB SSC product. This nightly import of enterprise data powers a cloud based service used by academic advisors
- Major of Intent web application, a .NET MVC app. It collected information from over 1,000 pre majors about their intended major. This was the first ever production application at UW Bothell to leverage Azure.
- Integrated enterprise data from UW Bothell and Cascadia College for a recreational management application. Identified lack of proper legal agreements between institutions, resulting in extensive review with AG's office to ensure proper legal review and contracts are in place.

Web Developer, February 2014 - May 2015

I served as a developer responsible for supporting existing customizations, implementing new features, providing support for production, test, and development environments, and collaborating with a front-end developer and graphic designer/UX specialist.

Key Results:

- Supported production system shortly after starting while senior developer was on medical leave, ensured no major service disruptions occurred.
- Collaborated with front-end developer to create global alerting feature for use in case of campus emergency.

- Lead investigation of Azure cloud services for hosting Kentico in the cloud.
- Received Extraordinary Service Award from UW Bothell IT for 2014-2015.

Struct Software — Everett, WA

Sole Proprietor, May 2014 - Dec 2016

I provided custom web development, UI/UX design and implementation, production support, and related services as a side business.

WSIPC — Everett, WA

Web Producer, September 2012 - February 2014

The Web Producer was a new position created in the organization to spearhead a new revenue source for the cooperative by offering web design and development services to members of the cooperative. 12 month roadmap for my position includes spearheading an RFP process for obtaining a Web CMS, implementing the CMS, and leading design and development efforts on the platform to service member school districts.

University of Washington Educational Outreach — Seattle, WA

Senior Web Developer, November 2006 to August 2012

Member of a medium sized development team responsible for academic computing, business application development, and enterprise system implementation/integration. Served as a project team leader, technical lead, primary system support resource, and mentor to a junior developer and student web developers. Position demanded versatility, agility, self-reliance, and dedicated customer service during a period of institutional challenge.

Key Results:

- Lead developer responsible for www.pce.uw.edu powered by the [Ektron](#) Web CMS. Site averages 40,000-50,000 unique visitors a month generating 300,000-500,000 page views.
- Lead front-end and middle tier developer for homegrown online registration system pilot program for UW Information School graduate students. Application processes over 3,000 enrollments annually totaling about \$5 million in financial transactions.
- Technical Lead for implementation of [Questica TeamBudget](#), a commercial online budgeting system. Architected infrastructure; managed development activities of vendor and UW IT development resources for custom authentication and authorization module; supported DBA team's integration efforts by installing, configuring, and supporting vendor's data integration suite on multiple servers.
- Sole technical resource for Talisma CRM implementation. Included server configuration,

data integration (SSIS), web-based business applications leveraging integrated data, importing historical data from SalesForce CRM. Supervised off-shore vendor resources that provided regular system maintenance and system optimization services per contract SLA.

Teaching Assistant, October 2009 to March 2012

Assisted instructors in evening course sessions for the Certificate in .NET Development including grading of assignments, assisting students with course work, and providing technical support for students working with Visual Studio and SQL Server.

Ellucian (Formerly Sungard Higher Education) — Seattle, WA

Web Developer, March 2004 to November 2006

Served as a junior level developer responsible for creating department-level web sites, business applications, and providing Tier 1 support for dozens of web sites. Member of a small team which served a large and diverse customer base including academic units, business units, and student services organizations.

Education

University of Washington, Evans School of Public Policy and Governance — Seattle, WA

[Executive Master of Public Administration](#), Cohort 18, 2020-2022 (expected)

Seattle University — Seattle, WA

[Bachelor of Arts \(BA\) in English Literature](#), 2000-2004

Certifications and Professional Development

Certified ScrumMaster

March 2016

ITIL Foundation Certificate in IT Management

January 2016 2016

AWS Certified Cloud Practitioner

May 2021

FEMA ICS-100

November 2017 - Introduction to Incident Command System

FEMA ICS-200

November 2018 - Single Resources and Initial Action Incident

FEMA ICS-702.a

November 2018 - Public Information Systems

FEMA IS-800.c

November 2018 - National Response Framework

FEMA IC-700a

November 2018 - National Incident Management System