

STEPHEN HECHLER

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SOFTWARE DEVELOPMENT MANAGER

Highly qualified in the management and delivery of customer facing web applications using SDLC Waterfall and Agile methodologies. Experience leading business technology transformation including automation, shared services, globalization, post-merger integration, business alignment and ITIL service/support implementation. Excellent verbal, written and interpersonal communication skills. Highly detail focused with exceptional accuracy and diligence. Effective troubleshooter able to quickly identify discrepancies and correctly resolve them. Builds and maintains collaborative relationships with key stakeholders. First rate time management skills with proven ability to work independently in fast paced environments.

KEY ACHIEVEMENTS

- In-sourced product development and built capabilities for operational readiness reducing CAPEX by **20%**.
 - Managed project application sunsetting and customer data archiving on time reducing OPEX by **10%**.
 - Implemented virtualization bringing poorly managed 3rd party hosted applications back in-house reducing customer escalations by **15%** and OPEX by **10%**.
 - Automated business analytics that reduced end to end telecom invoice processing by **20%**.
 - Led IT audit compliance initiatives establishing IT policy and frameworks, aligned to ISO best practices; developed highly effective disaster recovery strategy, incident response and technology recovery plans.
 - Nominated multiple times for the **Vodafone Shine award for outstanding customer service**.
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EMPLOYMENT EXPERIENCE

Vodafone Business, New York, NY
Software Development Manager

April 2014 – March 2019

Managed software development using Agile/Scrum for Vodafone's telecoms expense management (TEM) web application utilized by over 500 enterprise customers for mobile/fixed spend analysis. Web application is a suite of services built using Java open source code on a cloud-based platform that provides global analytics and centralized reporting.

Technologies: ETL, CIAM, GitHub, HTML 5, Java, Jenkins, Jira, LDAP, MS Office, Oracle 12c, PL-SQL, Remedy, SharePoint, SonarQube, SQL Developer

- Partnered with cross functional teams including product management, operations, product support, security, quality control and a software engineering staff of 10 in an agile DevOps environment.
- Designed application roadmap and prioritized product backlog with product owners to optimize value.
- Participated in collaborative UI/UX story design reviews and articulated requirements into the backlog.
- Ensured code met design requirements and was compliant to security standards with vulnerability, penetration testing and continuous inspection findings addressed.
- Prioritized software defects, coached staff on remediation, tracked progress, provided RCA/QA feedback.
- Analyzed performance issues; identified improvements and communicated technical solution.
- Delivered creative, tactical defect workarounds under challenging circumstances until code was remediated and deployed.

Quickcomm (a Vodafone Company), Sandy Hook, CT
Chief Information Officer

October 2010 – April 2014

Maintained a high standard of customer service while integrating existing Quickcomm/TnT processes, applications, product development/support and technical staff into the Vodafone organization. Technical owner of Vodafone Telecoms Management (VTM) software.

Technologies: Adobe Flash/Flex, APIs, Eclipse, ERP, Freemarker, Hibernate, Java, JBOSS, MS Office, MS SQL Server, SAAS, SAP, Salesforce, SVN, XML

- Facilitated communication between IT staff, senior leadership team, vendors, and other technology resources within the organization.
- Provided strategic and tactical planning, development, evaluation, and coordination of information across internal technology systems while aligning to cybersecurity and regulatory best practices.
- Responsibility for 20 employees and 18 contractors across 4 global locations, including daily operations, team coaching and performance assessments.
- Interviewed, hired, trained and mentored new software developers and operations team members.
- Deliver change management metrics to support SSAE 18, SOX and GDPR requirements and audits.
- Delivered accurate telecom financials to customer's core processing systems (SAP/Oracle) for accounts payable and internal chargebacks.

TnT Expense Management, Sandy Hook, CT
Chief Technology Officer

October 2002 – October 2010

Defined technology roadmap and product innovation for a growing, fast paced telecommunications expense management startup. Technical owner of TeleBase invoice processing workflow software and TEMView reporting tool. Recognized as an TEM industry leader resulting in the acquisition by Vodafone in 2010.

Technologies: .ASP, .NET, C#, EDI, ETL, FTP, LDAP, MS Office, MS SQL Server, Stored Procedures, SQL, VB, VSS

- Hands on CTO in a startup organization; hardware/software, networking and software development.
- Architected and prototyped the reengineering of VB client server application to web .NET framework.
- Solution architect/SME for sales team and responded to customer RFI's, RFP's and security assessments.
- Ensured all technology processes were documented, repeatable and measured.
- Implemented processing of EDI x12 810 invoices, 811 consolidated invoice, 824 application advice and 997 acknowledgements into TEM application reducing importing spreadsheets and manual data entry by 50%.
- Key enabler of company growth by implementing WAN, Fiber, Lync, UCC, and CISCO VC projects.
- Developed strategy and published IT security policies for end-user computing, company assets and mobility devices.

EDUCATION and TRAINING

Central Connecticut State University, New Britain, Connecticut
Bachelor of Science, Computer Science

Project Management Essentials - GPS Group

High Impact Leadership – Learning Tree International

ITIL V3 Foundation Certification - APMG International, Certificate 02302366-01-B9QS

AWS Serverless Computing – Idexcel