

Andrew Cook

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[\(571\) 230-6019](tel:(571)230-6019)

Skills

Mastery of: C# in ASP.NET MVC, ASP.NET Web Forms, Umbraco, WPF; Python; Java (pre-8); VB.NET; HTML, CSS, LESS, JavaScript

Familiar with: C# in Xamarin, Store Apps, Unity; Java (8+); Lua; C++; ActionScript

Professional Experience

WillowTree, Inc

Platform Software Engineer

November 2021 – May 2023

Client names are omitted per NDA.

- Development and PCI compliance of online payments for an ASP.NET-backed mobile app ("Bobcat")
- Refactoring and hardening of a cloud spend analytics platform in Snowflake ("Slingshot")
- Development, security, and PCI compliance of a fast path for online payments at bank-branded booking sites ("Doubloon")

Interface Media Group

Digital Media Software Developer

February 2014 – June 2019

- Development, maintenance, and support for 25 online account management websites for parking companies with secure online payment, including analysis and upgrades for redesigns, PCI compliance, accessibility, responsiveness, and analytics
- Development, maintenance, and support for several museum interactive displays
 - National Museum of American History: *Creating Icons*
 - Defense Intelligence Agency: *Heritage Theatre, Secret Victories, NCMI: Measuring Disaster, Operation Urgent Rescue, Hiding in Plain Sight*, an interactive selector, and content update and chain-of-custody utilities for the entire 12-interactive exhibit
 - Newseum: *The Berlin Wall Experience* (assistance, tooling, and support only)
 - Comcast Local Media Development: *His Dreams, Our Stories: Voices of the Civil Rights Movement* (currently at the Newseum, the National Civil Rights Museum, the Charles H. Wright Museum, the DuSable Museum of African American History, and as a traveling exhibit)
 - National Museum of the American Indian: [Many Languages](#), [Protocol Matters](#), [What Would You Do?](#) (and a [Web version](#)), and production support for all 5 interactives in the [Nation to Nation](#) exhibit
 - National Museum of the United States Army: *Army 101*, *Army Interactive Timeline*, and *Army Touch Table*
 - National Museum of Natural History: [Dig It: The Secrets of Soil](#) (HTML5 prototype), untitled crop rotation game (prototype)
- Marketing, monetization, and brand development of *Challenge of the Athlonauts*, a gamified medical analysis tool for Children's National Medical Center
- Development, maintenance, and support for an online and on-DVD learning management system for the Global Alcohol Producers Group
- Development of a remote control system for a video wall for Intelsat
- Development of paid streaming video websites for National Council of University Research Administrators, International City/County Management Association, and International Launch Services
- Maintenance of online streaming video websites for International Launch Services and Tax Talk Today
- Support for development of IAB-compliant banner and pre-roll advertisements and landing pages for NewDay USA
- Development and maintenance of bespoke brochure sites
 - Airfare America
 - Interface Media Group (three versions of main site)
 - International Launch Services (lobbying microsite)
 - Honold Communications (two campaign sites and portfolio site)
 - McCarthy Hennings Whalen
 - Global Alcohol Producers Group (four sites)
 - NewDay USA (four sites)

mindSHIFT Technologies

Internal Systems Engineer / Network Operations Specialist

June 2007 – October 2011

- Advised customers of outages, disk failures, disk space usage issues, network incursions, and other significant issues
- Removed virus and malware infestations and other inappropriate material from customers' servers
- Removed broken, out-of-control Systems Management Services installations that generated over 24 million files each
- Recovered an enterprise CRM database, fixed corruption, and wired it into their new CRM infrastructure
- Designed, implemented, and deployed a ten-foot-experience front end to the SolarWinds, MonitorIT, and What's Up Gold network information systems, using WPF and MS SQL
- Provisioned accounts in Active Directory, Exchange, Apropos, Microsoft Dynamics CRM, and the office security system.
- Imaged and serviced workstations using Symantec Altiris and Dameware.

- Managed a 10,000-DID Cisco VOIP phone infrastructure.
- Customized Cisco IP Phone interfaces to interact with customer relations management software.
- Designed, implemented, and rolled out a billing system based on call detail records from VOIP phone system provider BroadSoft.
- Designed, implemented, and deployed an application to visualize storage usage
- Maintained three websites, two in SharePoint, and designed newsletters with circulation of approx 15,000 per quarter.
- Documented procedures for processes related to custom software for PTO, expenses, fault reporting management, HR, and others.
- Redesigned the existing Microsoft Dynamics CRM 3.0 workflow infrastructure to utilize resources more efficiently using new and expanded features in Microsoft Dynamics CRM 4.0.

Micro Center

Sales Associate, Peripherals Department

November 2006 – February 2007

Freelance Experience

TwelveBaud Studios

September 1999 – Present

- Developed an additional campaign in Lua for Puzzle Quest 2, a single player match-3 adventure game
- Developed and administered a single sign on system for the Honeybee Public House
- Ongoing development and administration of web sites, mail services, chat services, identity providers, etc

PC Element

August 2011 – August 2019

- Maintained brochure site
- Created a mod for Factorio for storing large quantities of raw materials
- Added a limited multiplayer mode to Kerbal Space Program to sync players' craft between worlds
- Extended the Minecraft tool Overviewer with mod support and real-time player data
- C#/C++ community server development for Phantasy Star Online, following sunset by Sega

Hydraulic Games

May 2007 – April 2013

- Community ambassador
- VB.NET tools developer for Charred Dirt, a multiplayer tank game
- Emergency repairs in C++ for Charred Dirt

Kwivira

May 2013

- Prototyped a streamlined information submission system for loan processing in Java Server Pages

Awaxa

September 2003 – June 2012

- Developed an untitled MMO in Java with full internationalization support, intended to promote language learning
- Developed and maintained a chatbot module in Python for storing and converting medical information for the "/r/diabetes" community on Reddit

HitGrab Studios

June 2008

- Developed browser toolbar for their social media game Mouse Hunt.

Education

University of Virginia

Wise, VA

August 2009 – May 2012

Double-major in Computer Science and Software Engineering (incomplete)

Northern Virginia Community College

Arlington, VA

August 2006 – August 2009

Double-major in Computer Science and Information Systems

Certifications and Awards

Microsoft Certified Desktop Service Technician: Windows XP

Microsoft Certified System Administrator: Windows Server 2003

Microsoft Certified Technology Specialist: SQL Server 2005

Unity Awards 2017 (Finalist): The Berlin Wall Experience

TIVA DC Peer Awards 2017 (Gold): The Berlin Wall Experience

Am. Ass'n of Museums Excellence in Exhibition 2016: Nation to Nation

References

Troy Dubenezic

DevOps Engineer, Interface Media Group

[\(202\) 861-0500 x774](tel:(202)861-0500x774)

Jordana Well

Vice President of Experience Design, Yes&

[\(202\) 454-4297](tel:(202)454-4297)

Alex Seidel

Database Developer, Merkle Inc

[\(434\) 987-6608](tel:(434)987-6608)

Roy Higashi

Audio Engineer, Hydraulic Games

[\(240\) 426-9929](tel:(240)426-9929)