GARRISON B. ROBERTS

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RELIABLE ARCHITECTURE ○ BRILLIANT, INTELLIGIBLE BUSINESS ANALYSIS ○ FULL-STACK AUTHORSHIP

To solve your business problems, many architects will do some business analysis, recommend a "textbook" pre-packaged box solution to you, and proceed to dismantle your existing platforms to install their new recommendation. This obviously carries risk of missing or misunderstanding existing business rules and features that you've developed over years, which every business has. Their end result leaves you stuck with longer & more expensive timelines, where your final state has less functionality than you started with. My expertise and advantage is an ability to quickly but thoroughly assess your environment with you, understand the detailed elements of your problem, and to improve or correct software that you already own. Across my career I've beaten teams on project duration & cost countless times, because stripping & replacing software is the lazy, unimaginitive solution, and usually the far less efficient one.

I have decades of deep knowledge in data warehousing, ETL, Microsoft full-stack development, Azure & on-prem, along with adjunct skills in reporting, networking and scripting. I have extensive experience in HIPAA-protected environments, and can bring your organization into compliance correctly if needed, while retaining database performance. I excel in bringing data from a wide variety of sources and locations into normalized formats for BI to analyze.

Though I lead teams naturally, I find that Claude, Kimi & DeepSeek are capable assistants on subordinate tasks, so you gain the advantage of a full development team by hiring someone who knows how to guide AI coding correctly.

Fluent in French; gifted composer; when we work together you get the most creative, original, most ideal solutions.

Development Environments:

Full Microsoft Azure & On-Prem Stack; SQL Server; Snowflake; PowerShell; KQL; Adobe Design; Hermes on Linux

CAREER HIGHLIGHTS

- Using career-long lessons in database architecture and ETL techniques, I built ground-up bespoke warehouses for both Encore Vet Group and Advanced Medaesthetic Partners. Both firms are large consolidators of retail locations in their fields, and both have the goal of keeping disruption of acquired locations to a minimum, particularly by not forcing them to change their POS and medical systems. As such, we had need to collect data from a variety of vendor software brands and standardize to a single homogenous source of truth. At this point my reputation for remarkably fast construction & delivery of such platforms, having accurate results and useful cross-org reporting, was what caused these companies to seek me out. The warehouse designs I implemented were boutique, highly performant on very low Azure hardware costs. I avoided many potential pitfalls during the design phase, preventing problems later, based not only on my past experience but also the unique ideas that I envisioned when dealing with past customers' legacy platforms.
- At Mechanical Dynamics & Analysis, I was the technical lead on a newly-acquired division's migration from SAP to Epicor ERP. The project was given a 4-month timeline to conform their financials and shop process with the rest of MD&A. This was seen as impossible by MD&A's owning company Mitsubishi Japan, who was making plans to require a $10M, 2-year project on MD&A to convert its other 8 divisions from Epicor to SAP, simply to become more homogenous with Mitsubishi. The success of this project on such a short timeline forced Mitsubishi to abandon their plan. This saved MD&A not only the cost of SAP software and project management team, but the cost of MD&A's own labor along a massive implementation timeline, SAP's much higher annual licensing, and 6 additional developers who would be needed to support the SAP platform going forward.
- Insurance provider Davis Vision experienced multiple pain points in their benefit delivery platform. I was contracted to analyze, and Accenture was simultaneously contracted to offer opinions on the same. Crippling performance and data storage issues existed in the billing platform and in their benefit management and member enrollment architecture. After two months, Accenture provided work estimates of 3,200 hours to replace the billing platform with a rewrite. Before they made their sales pitch to executives, I had already resolved the problems by modifying the existing architecture. Billing processing duration dropped from 18 hours to 36 minutes, and Davis discontinued Accenture's contract. This saved the company over $3.5M on the billing platform alone, and much more on the benefits & enrollment platforms which have also since been corrected.
- Architect and developer of 6N System's MDS/EMR for Medicare-based nursing homes. Of dozens of MDS vendors, my software was one of only three that met the CMS vendor deadlines, was publicly recognized as a premier Medicare MDS vendor, and chaired the IT panel of the National Association for the Support of Long Term Care.
- Sole architect and developer of a mobile platform for researchers at Rensselaer Polytechnic Institute, capturing E-ZPass tag reads to analyze traffic flow. This solution makes use of Windows Mobile OS (6.0), .NET Compact Framework, and government-grade data encryption and protection techniques.
- Lead designer and developer for Microsoft Marketing Division's "Customer Satisfaction Portal", an array of web tools that brought worldwide account survey data in native language & character sets to Steve Ballmer's executive team for actionable analysis.

WORK EXPERIENCE

May 2023 - November 2026

Advanced Medaesthetic Partners, Dallas TX

Position: Lead Software Architect

AMP is a med spa consolidator, and hired me through having heard of my work at Encore. They have the same goal of minimal disruption to acquired med spas. The medspa industry is younger and has no data collection resellers like the veterinary industry does, so in this case a full bespoke warehouse and data collection network was designed and built from scratch in Azure. Decades of experience and lessons learned enabled me to stand it up in 6 months with a team of three.
An additional valuable platform I built synchronized social media events (Meta/Google clicks) into AMP's CRM, adding leads with additional patient history details and removing the need to double-key data. AMP changed CRMs three times in 8 months, and the modular, centralized aspect of my platform was the only way that kind of decision-making could succeed.

March 2020 - May 2023

Encore Vet Group, Saratoga Springs NY

Position: Senior Software Architect

Encore is a veterinary hospital consolidator. I was hired to implement a ground-up warehouse and ETL build that collects and reports on their holdings. Encore desires minimal disruption when acquiring new hospitals, so exisitng medical software isn't standardized to any one brand. To begin, I did an analysis of a handful of data collection vendors in the veterinary industry, measuring how closely their aggregation matched the source EMRs' reporting. Fortunately, a combination of VetData & VetSource was able to be leveraged rather than needing to build the collection network from scratch. I built an ETL that added a more sophisticated business interpretation layer to the data coming from VetSource, giving Encore the greatest reporting accuracy in the industry. I also advised contacts at VetSource to help them improve their own product's accuracy.
One of the more valuable projects I completed was an Azure-based onboarding/offboarding synchronization between Encore's HRIS, IT ticketing platform for hardware & credentialing tasks, and notifications to business leads of hiring tasks to complete. This is considered to be one of the "holy grail" solutions in IT departments.

January 2014 – March 2020

Mechanical Dynamics & Analysis, Latham NY

Positions: Senior Systems Analyst & Software Architect

MD&A is a power turbine service company with a small IT team who hired me to manage their ERP upgrade. As such, I filled multiple roles in business and systems analysis, database administration and warehousing, ETL engineering, applications architecture and development, enterprise reporting, and maintenance and support of their integrated ERP, CRM, and PLM platforms. I introduced version control, taught and implemented their first SDLC, and database monitoring.
Before my arrival MD&A had a production environment with no UAT. Their ERP server was rebooted weekly to address instability problems and intermittent crashes. Along with the SDLC, I implemented change request documentation with electronic approvals, and documented UAT and deployment schedules. I implemented a SQL cluster for failover redundancy, load-balanced application servers hosting the business layer, and thick clients served across 6 load-balanced Citrix servers. I developed an SSRS reporting environment and a new data mirror to isolate heavy reporting tasks from the OLTP of the ERP and CRM. The new ERP architacture has had zero down-time since its deployment.

June 2011 – January 2014

Davis Vision, Latham NY

Position: Software Architect

I worked in Davis Vision's insurance benefit administration division, which combines Microsoft, IBM Mainframe and IBM DB2 environments. Data is shared by ETL through SSIS and Sagent packages. My focus was on the SQL Server back end accessed by a C# .NET business layer serving data to Web, WinForms, and IVR clients via .NET Remoting and Web services.
Benefit administration requires OLTP functions that must be highly scalable and performant, meeting SLAs against terabyte databases representing over 20 million subscribers. I began by making corrections to their existing platform, reducing benefit enrollment loads from 18 hours to 36 minutes. Other problems with their architecture caused uncontrolled database growth. Within one year of my work, all critical performance problems had been resolved and their business grows with confidence.
It was at Davis where I served as UnitedHealthcare's lead ETL designer for the newly-created Affordable Care Act, defining the data transmission specifications that would govern benefits coordination between all insurance providers for ACA members.

July 2008 – May 2011

6N Systems, Inc., Clifton Park NY

Positions: Senior Software Engineer; User Interface Specialist; Graphic Designer

At 6N Systems, the company's flagship product is comprised of multiple modules that holistically manage nursing home residents, Medicare and Medicaid billing, and finance office needs. My responsibilities included designing and developing new features, user interfaces and the SQL procedures and Web services that deliver its data. The facility maintains HIPAA compliance, and I gained valuable experience in Medicare and Medicaid concepts, regulations and procedures. During my tenure there, I was a consultant to CMS at the federal level, giving direction in planning Medicare initiatives.
In addition, using my experience with Goldman security practices together with my RFID experience, I introduced hardware token-based security to 6N's software, creating a world-class healthcare solution.

July 2006 – August 2007

Rensselaer Polytechnic Institute (RPI), Troy NY

Position: Consultant & Developer for New York State E-ZPass Research Project

RPI was contracted by the New York State DOT to develop a research project in which highway travel times are calculated based on automobiles passing with E-ZPass tags. Tag scanners are proprietary hardware devices that communicate via 9-pin serial ports in a two-way bit-level messaging structure. The collected data masked the identity of recorded travelers. A combination of PGP and 3DES encryption achieved a solution where unencrypted data is never at rest.
A .NET Compact app was written and deployed on Pocket PCs to securely record tag data received from the scanners, periodically uploading to a webservice on a secure central server for aggregation. Real-time analysis of the collected data was reported from a web app.

August 2005 – July 2008

The Ayco Company, L.P., a subsidiary of Goldman Sachs, Albany NY

Positions: Web and Client-Server Application Developer; Team Public Liaison; Graphic Designer

At Ayco I served as backup to the team lead, and the primary application design consultant. I lead sub-groups on medium to large projects against aggressive project deadlines. I also served as the primary business analyst for our team. While there, I took accredited courses in application security offered by Symantec Security through Goldman Sachs, covering state-of-the-art security techniques including column-level encryption, multi-tiered architecture with advanced firewall security between tiers, and avoidance of cross-site scripting hacks and SQL injection hacks.

November 2000 – August 2005

Critical Path Technical Services, Inc. (CPTS), Kingston, WA

Positions: Web and Client-Server Application Developer; Graphic Designer; Webmaster

At CPTS I led design and development teams for enterprise-level applications required by major clients including Microsoft, Vulcan International, and Intrawest Inc. Regular tasks included providing estimates, developing multi-tiered architecture with .NET, coding at all tiers from user interface to data provider, and graphic design.

February 1999 - November 2000

Enable Technologies, Inc., Sayville, NY

Positions: Technical Support Specialist and Server Administrator, Primary Customer Support Interface

My main focus was deployment of Enable's flagship product, EnableOA™, across various operating systems. Configuration & testing of various Java servlet engines to run the product on both Red Hat and WinNT 4.0 operating systems. In the area of customer support I was responsible for training system administrators and users, and tuning server performance.

November 1997 - February 1999

Frank Roberts Associates, Sayville, NY

Position: Developer; Visual Basic and Microsoft Access

I was given the task of porting Symbol Technologies' Systems Configuration Database (SCD) software system from Microsoft Access to Visual Basic, connecting to an Oracle database. I addressed project coordinators' reporting needs with MS Access.

PROFESSIONAL CERTIFICATIONS

Microsoft Certified Professional, Designing and Implementing Distributed Applications with Microsoft Visual Basic 6.0
MCP ID# 2596505

EDUCATION

Summa Cum Laude Graduate
B.Mus. in Music Theory and Composition, Minor in French
Houghton College, Houghton, NY, May 1997

REFERENCES

Joe Corrigan, Owner, Redwyre Technology Solutions (Formerly IT Director, Encore Vet Group)	(518) 207-5227
Jay Eldridge, Vice President, Sales & Marketing, Mechanical Dynamics & Analysis	(518) 764-8619
Ashton Graves, Senior Director of Digital Marketing, Advanced Medaesthetic Partners	(989) 397-7118