CHARLES B. HODGE

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DEVOPS ENGINEER

Combine traditional Build and Release with IT Administration, delivering continuous software build integrations for consistent application package deployments

Develop and implement standards and procedures, utilizing training expertise to translate complex continuous integration and continuous deployment (CI / CD) processes into clear and understandable actions. Create automated Build and Release processes. Skilled in providing installation support to QA staff and external customers. Adept in MSI packages (InstallShield and WiX), and MSI Log debugging.

Standards and Procedures | Configuration Management (CM) | Training

TECHNICAL QUALIFICATIONS

DevOps CI / CD Tools:	GIT, SonarQube, Jenkins, Artifactory Pro, Agile – Kanban, OneNote, Confluence
Authoring / Deployment Engines:	Windows Installer (MSI); InstallShield (v5.5, – 12, 2008 – 16), WiX open source; AdminStudio 3.5 / 5.0; Repackager, Tuner
Source Management:	Git (Administrator), ClearCase (Administrator) StarTeam (v6.0 – Certified), Continuus; Visual SourceSafe (v6 – Certified)
Build Tools:	ANT; PowerShell, VMware Sphere (5.5); VMware for Windows, Repackager, Tuner; SearchReplace, BeyondCompare, DOS Command Batch
Platforms:	Windows (NT / 2000, 9x, XP, Vista, 7, 8.x, 10; Windows Server 2003, 2008 R2, 2012 R2; UNIX (Linux, Ubuntu)
Languages:	InstallShield Script (C derived); HTML; XML; Visual Studio (C); VBScript

PROFESSIONAL EXPERIENCE

VERINT SYSTEMS, Atlanta, GA   **2007 – 2017**

Software Engineer

Rewrote installation solution using InstallShield with 25K lines of Custom Actions scripts for next major release. Transitioned from InstallShield to WiX packages (open source). Contributed to corporate team that evaluated, adopted, and implemented set of DevOps tools to accomplish CI / CD requirements. Supported Professional Services and QA Tier3 Staff for install / deployment issues.

- Defined standards and taught newly adopted tools (Artifactory, Jenkins, SonarQube) to Dev and QA team members, meeting company objectives to setup DevOps processes for initial time, using newly adopted tools.
- Developed, maintained, and implemented ANT Automated Build process and setup processes onto Jenkins pipelines during DevOps CI / CD transition, reducing build times from 6 to 1 hour.
- Setup process on 12 machines to remotely install software configurations and execute automated tests, monitoring and troubleshooting issues.
- Managed major rebuild of over 25 separate MSI packages, using open source tool WiX, achieving release criteria in rigid timeframe.
- Acted as InstallShield specialist, migrating flagship product to InstallShield Basic MSI packages with scripting 25K lines of custom actions in InstallScript and VBScript and releasing criteria within tight timeline.
- Resolved 400+ critical / high / medium defects for flagship installation program with over 20K lines of InstallScript code, attaining deadline in less than 5 months with no defects.

INSTALL SOLUTIONS, Atlanta, GA, Website: InstallSolutionsInc.com   **2001 – 2017**

InstallShield Consultant

Founded consulting firm that specialized in creating Windows Installer (MSI) packages for business software vendors that with unique requirements and limited staffing. Services include prototyping deployment strategies and training support staffs to use tools and processes to achieve maximum reduction in total cost of ownership.

INSTALL SOLUTIONS (Continued)

- Created dozens of InstallShield MSI Setup packages, using InstallScript Custom Actions.
- Developed and taught InstallShield Training course to corporations, instructing in-house programmers on usage, allowing building own setup / deployment packages.
- Conceived and implemented Screen Capture program for Agent desktops, enabling silent client install onto 10K desktops without requiring administrative authority (elevated privileges).
- Contracted to Delta Air Lines – Windows 95 to Windows XP Migration project to create Windows Installer (MSI) packages from Commercial Off-the-Shelf software, permitting business requirements software from old Win95 machines to be downloaded silently onto new WinXP machines overnight, part of nightly rollout of new machines.
- Utilized Admin-Studio's full package suite, coupled with use of RePackager or Tuner, creating MSI packages and tailoring using InstallShield Developer 8.0 to strict Delta deployment standards.

VISTASCAPE (acquired by **SIEMENS**), Atlanta, GA   **2004 – 2007**

Build and Release Engineer

Migrated flagship products to InstallShield v11 – Basic MSI release with scripting custom actions in InstallScript. Supported Professional Services and QA Staff for install / deployment issues.

- Performed source administration tasks (VS SourceSafe / StarTeam), creating projects, configuring views and permissions, adding labels, and training new staff.
- Designed and implemented automated build process, labeling and extracting source from view, compiling and staging binaries, and building install packages, using batch commands.

ADDITIONAL RELEVANT EXPERIENCE

GEAC COMPUTER SYSTEMS (acquired **CLARUS**), Atlanta, GA
Build and Distribution Specialist

CLARUS CORPORATION, (formerly **SQL FINANCIALS**), Atlanta, GA
Build and Distribution Specialist

EDUCATION

Bachelor of Science (BS), Computer Science, University of West Florida, Pensacola, FL

MILITARY SERVICE

US NAVY

Active and Naval Reserves, Retired

Commander, Intelligence

PROFESSIONAL AWARDS & VOLUNTEER EFFORTS

– **Awarded for automating and / or stabilizing build processes:**
  - ☐ Recipient of "Oscars" award for Release 11.0 – "Most Innovative," Verint
  - ☐ Recipient of "Quarterly Employee" awards, Verint
  - ☐ Multiple recipient of "Developer of Quarter" award, VistaScape
  - ☐ Recipient of "President's Circle" award, Clarus
  - ☐ Two-time recipient of "President's Cup" award, Geac / D&B Software