

CHARLES GILLEN

Senior Software Developer / Enterprise Application Support / Healthcare IT

Montgomery, TX 77316 • (832) 651-7748 • gillence@gmail.com

PROFESSIONAL SUMMARY

Results-driven IT professional with 20+ years of experience spanning software development, enterprise application support, systems deployment, SQL Server administration, and end-user support. Proven success supporting healthcare, financial, engineering, and manufacturing organizations through large-scale hardware refreshes, application development, database management, and technical troubleshooting. Known for quickly diagnosing complex technical issues, modernizing legacy applications, and bridging the gap between developers, infrastructure teams, and end users. Equally comfortable writing C# applications and deploying hundreds of workstations in mission-critical environments.

CORE COMPETENCIES

Software Development: C#, ASP.NET MVC/Core, .NET, JavaScript, HTML, CSS, REST APIs, SOAP APIs

Databases: SQL Server, T-SQL, SSIS, Performance Tuning

Enterprise Systems: Epic (Citrix), ServiceNow, Active Directory, Microsoft 365, Okta, RightAngle

Infrastructure: Windows 10/11, PC Imaging, Hardware Refresh, Thin Clients, Printers, Scanners, Badge Readers, Network Troubleshooting

Tools: Visual Studio, Git, DevExpress

Strengths: Technical Troubleshooting, Customer Support, Process Improvement, Cross-Functional Collaboration

PROFESSIONAL EXPERIENCE

IT Growth Support Specialist / *CommonSpirit Health — Houston, TX* | Jan 2025 – Present **90% Travel**

- Deployed and configured new workstations across multiple healthcare facilities, supporting hospital growth initiatives, department expansions, and facility openings requiring travel and onsite coordination.
- Installed, configured, and validated PCs, monitors, printers, scanners, badge readers, and thin clients, supporting Epic clinical environments while minimizing disruption to patient care.
- Replaced and upgraded legacy hardware while maintaining minimal downtime for clinical staff.
- Collaborated with local and remote IT teams to ensure proper imaging, connectivity, and compliance with organizational standards.
- Performed testing and validation of installed equipment to guarantee reliability in patient-care environments.
- Documented completed installations and hardware swaps for inventory and asset tracking.
- Delivered direct technical support to end users, quickly resolving hardware and software issues to maintain operational continuity.

IT Support Specialist / *CommonSpirit Health — The Woodlands, TX* | Mar 2024 – Jan 2025

- Imaged and deployed Windows 10 and Windows 11 workstations, replacing outdated systems with compliant, up-to-date hardware.
- Collected, organized, and migrated user data from legacy systems for management tracking and inventory.
- Installed, configured, and tested new desktop hardware and peripherals, including driver configuration and functional testing.
- Installed and verified operation of printers, scanners, badge readers, and other end-user devices.
- Configured, tested, and deployed thin clients for end users.

Owner & RV Service Technician / *Chuck's RV Tech — Montgomery, TX* | Mar 2021 – Mar 2024 **90% Travel**

- Owned and operated an independent RV service business, diagnosing and repairing electrical, plumbing, HVAC, appliance, and mechanical systems in recreational vehicles.
- Troubleshoot complex technical problems using wiring diagrams, service manuals, and diagnostic equipment.
- Managed customer scheduling, estimates, inventory, and repair documentation.
- Delivered onsite service while maintaining a high level of customer satisfaction.

Senior Application Developer / *DPIS Engineering, LLC — Houston, TX* | Mar 2018 – Mar 2021

- Supported a proprietary customer-service application through C# development, testing, and implementation.
- Maintained and reindexed SQL Server databases to keep data flowing efficiently, and optimized complex queries for large data pulls.
- Developed new SQL stored procedures to return data to multiple downstream applications.
- Converted several Delphi applications to C# .NET using DevExpress components.
- Built C# applications to monitor folders and automatically upload files into the system.
- Served as production support analyst, rapidly diagnosing and resolving live application and end-user issues to keep mission-critical systems running.
- Developed a REST API to communicate with builder pricing systems and pull current market prices.
- Developed a SOAP API to exchange inspection codes with field inspectors.
- Supported the organization's VoIP phone system.

Application Developer (contract) / *Tauber Oil — Houston, TX* | Mar 2017 – Feb 2018

- Provided application support and C# development for testing and implementation of RightAngle software.
- Developed third-party .NET tools to connect to banks, download data, parse required fields, and insert data into the database.
- Configured RightAngle for data management and reporting criteria, and wrote reports in RightAngle version 11.6 using C# .NET.
- Created a custom FTP task in RightAngle to download and update pricing data.
- Wrote and maintained SSIS reporting packages.
- Converted reports from RightAngle version 11.6 to version 15.
- Backed up and restored the RightAngle database between production and test environments, including scheduled SQL-based backup and restore jobs.
- Added functionality and business rules to application screens to improve user experience.
- Wrote queries to automate application updates and identify orphaned records.

Senior Application Developer (contract) / *NCH — The Woodlands, TX* | Sep 2015 – Nov 2016

- Provided technical support in the research, design, development, testing, and implementation of applications and enhancements per client requirements.
- Created technical specifications from business requirements documents and helped enforce engineering principles, standards, patterns, and frameworks.
- Converted a medical Delphi application to a C# .NET application.
- Connected medical devices via Bluetooth and plotted incoming data on graphs within a C# .NET application.
- Maintained and modified the Delphi medical application while managing and converting SQL Server 2008 DTS packages to SSIS for SQL Server 2012.
- Implemented reindexing and reorganization of multiple databases and tables using dynamic T-SQL scripts.

Application Developer / *Cornerstone Mortgage — Houston, TX* | Feb 2004 – Sep 2015

- Supported the application development function, covering analysis, design, development, testing, implementation, documentation, and technical support.
- Created and maintained SQL stored procedures for managing loans and calculations, and generated PDF forms using imaging technology.
- Managed XML data exchange via web services and automated processing of loan applications by designing and developing HTML screens.
- Wrote SQL stored procedures to pull data across multiple tables for reporting, and created custom tables and stored procedures for SSIS reporting and monitoring.
- Built a C# application to gather customer information, encrypt it, and submit it via web services.
- Developed ASP.NET and C# applications to ensure effective communication and processing of applications with third-party vendors.
- Designed and executed SQL databases supporting Request Change Management.
- Improved the performance of online loan-processing software by leading ASP.NET development and debugging initiatives, including coding complex screens.

SELECTED PERSONAL PROJECTS

TrackMyFilament.com

Designed and developed a production ASP.NET Core MVC web application for 3D-printing inventory management, featuring SQL Server, ASP.NET Identity authentication, printer and AMS management, QR label generation, email verification, and cloud deployment.

ProrateCalculator.com

Designed and developed a production ASP.NET Core MVC application for rent and salary proration calculations, featuring SQL Server, role-based access control, multi-user company accounts, PDF generation, and Cloudflare-based deployment.

EDUCATION

Associate of Applied Science (AAS CNST) — ITT Technical Institute, Houston, Texas