

# HANNAH DITTO

SOFTWARE ENGINEER

## INFO

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## SKILLS

### TECHNICAL SKILLS

.Net Core 3.1+ / ASP.net  
Blazor / Razor MVC  
C# 8.0 / .NET Framework 4.8  
MS SQL / Transact-SQL  
HTML 5.0/CSS3/SASS  
Version Control (GIT)  
Linux / Mac / Windows OS  
Fake It Easy / Jasmine  
Angular 2+  
Typescript

### TOOL FLUENCY

Visual Studio / Rider  
Dynatrace / New Relic  
Resharper / DotMemory  
AWS CLI / Console  
Azure CLI / Console  
NPM / Paket / Nuget  
Gulp  
Docker CLI / Desktop  
Postman  
Act / Helm

## RECENT WORK EXPERIENCE

**Software Engineer II**

**Ivanti (formerly Cherwell Software)**

March 2021 - Present

Colorado Springs, CO

Provide code and configuration solutions for Cherwell Service Management, an Ivanti product. Work in partnership with our support team to resolve issues and get customers unstuck, address technical debt, and provide additional tools to internal teams. Responsibilities included:

- **Development Request enhancements and bugfixes** on a legacy .NET Framework product, using ASP.net Web API,
- **Troubleshoot complex code and configuration issues** related to customer installations and hosted environments. Use a variety of troubleshooting tools and techniques, from debugging in VS, to analyzing API calls in Dynatrace to identify and resolve customer issues.
- **Provide custom DLLs for specific customer hotfixes**, working with support to deploy custom fixes to the customer's test and production environments
- **Expand automated test coverage** to increase the stability of the product and reduce bug fixes, using Fake It Easy mocking framework to develop unit and integration tests.
- **Product Knowledge Workshop Instructor**, improving cross-team understanding of CSM software for a varied internal audience
- **Create ad hoc LINQPad Scripts** to help isolate customer issues.

**Senior Content Developer**

**Cherwell Software**

June 2018 - February 2021

Colorado Springs, CO

Develop the content layer of Cherwell Software using the tool to provide best-practice processes, workflows, and objects to provide a robust out-of-the-box implementation of our platform for a given audience. Responsibilities included:

- **Develop Cherwell OOTB content** using Cherwell Service Management (CSM) to build the demo database and a suite of mergeable applications (mApps)
- **Troubleshoot content and code issues** related to our demo data, clearly identifying and articulating workflows and fixes for content or engineering teams
- **Apply localization to content**, working with internal team to globalize our product
- **Create Language Pack Tools CLI (C#/.NET)** to assist localization team with string analysis on large language packs (GitHub: ContentTools repository)
- **Author content development form tools (JS/JQuery)** used extensively by both Content and PSO developers (GitHub: ContentTools repository)
- **AWS API integration mApp**, leveraging webhooks, action blocks and the Amazon Web Services API to deploy cloud resources from within CSM
- **Create MS SQL queries/LINQPad Scripts** to help both our team and PSO extract content summary information, troubleshoot and maintain content database

## PERSONAL SKILLS

Innovative  
Determined  
Project Management  
Team and Community Leadership  
Scrum Master / Agile Framework  
Managing Multiple Priorities  
Stakeholder Engagement  
Excellent Communication

## REFERENCES

### Derek Arends

Engineering Team Lead  
Ivanti  
E: derek.arends@ivanti.com

### Eva Light

Senior Localization Coordinator  
Ivanti  
E: eva.light@ivanti.com

### Caitlin New

Technical Support Specialist  
Stoplight  
E: caitlin.new@stoplight.com

### Caitlin Pattamasaevi

Clinical Project Manager  
PCM Trials  
T: 303.506.3640  
E: caitlin.pattamasaevi@pcmtrials.com

## Owner/Lead Web Designer Design Break Studios

June 2014 - April 2018  
Colorado Springs, CO

Built a web design company from the ground up, creating websites for small and medium-sized businesses in Colorado Springs. Responsibilities included:

- **Develop WordPress websites** using themes, Wordpress editor, custom coding in HTML/CSS/SASS as needed, and the Creative Cloud suite
- **Design and code email templates** for popular online mailing platforms
- **Manage client experience and ongoing site maintenance**, setting clear expectations and staying on top of any hosting or site concerns
- **Manage projects**, ensuring that team had the information and resources to complete work on time and on budget in a positive work environment
- **Define client requirements** to match them with an appropriate technical solution, with short and long term client goals in mind
- **Write compelling web copy** for client sites, optimized for online readability
- **Develop sales materials** and oversee sales pipeline, using marketing techniques to acquire new leads and develop them into customer relationships
- **Design digital graphics**, ranging from ads and presentations to custom websites
- **Design branded templates** for internal marketing materials, both print and web

## PRIOR WORK EXPERIENCE

### Tools Team Scrum Master HERE, a Nokia Company

Sept 2013 - April 2014  
Chicago, IL

Scrum Master for two development teams. Lead scrum activities, including release planning, sprint planning, and daily standups. Remove impediments and manage dependencies in cross-team efforts to ensure project success. Lead a Scrum Master community of practice to share practical techniques for success in the role. Promote cultural maturity and sustainability of Agile at the organization after an organization-wide transition from waterfall methodology.

### Technical Writer/Scrum Master HERE, a Nokia Company

Feb 2011 - Sept 2013  
Chicago, IL

Scrum Master/Technical Writer creating software documentation for Java developers and production team members using DITA XML. Created API guides, user guides, release notes and more. Sharepoint site administrator for the R&D area. Agile Coach mentorship program participant.

## EDUCATION & CERTIFICATIONS

### AWS Solutions Architect Associate Amazon Web Services

January 2022

Certified Solutions Architect, covering scenario modeling for use of AWS that fits the well-architected model for a variety of customer scenarios.

### AWS Cloud Practitioner Amazon Web Services

November 2022

Certified cloud practitioner, covering a full spectrum of Amazon Web Services services and offerings, pricing, and security models.

### Bachelor of Science, Organizational Communication Kaplan University

Jan 2008

Studied organizational communication with a focus on internal communication and culture change management.