

Rick Nowak

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I am a customer-focused software developer who cares about the entire user experience. I simplify processes and interfaces to create effective and easy-to-use solutions. I am a fast learner, a creative problem solver, and a powerful communicator. I take ownership of projects and manage expectations to deliver quality outcomes as promised. I specialize in Microsoft Dynamics 365 CRM and solve business problems using C#, .NET, SQL, HTML, JavaScript, and PHP.

Proficient In

Microsoft Dynamics 365 CRM. Web and mobile application responsive design and development. UX. Data Integration. Reporting and Business Intelligence. Object and Relationship Modeling. Test Planning and Execution. ASP.NET, C#.NET, MS SQL, SSIS, SSRS. SharePoint, MS Office, Visio. Resco MobileCRM. Scribe Insight. HTML, CSS, JavaScript, PHP, MySQL, JSON, XML.

Relevant Experience

Milwaukee Tool

Brookfield, WI

Senior CRM Application Developer

April 2020 to Present

Milwaukee Tool leads the industry in developing innovative solutions that deliver increased productivity and unmatched durability for professional construction users. As the Senior CRM Application Developer, I'm responsible for delivering ongoing enhancements to the CRM system. I support the Sales and Customer Experience functions by leveraging my extensive CRM skills to create the best solutions for customer needs.

SVA Consulting, LLC

Madison, WI

Business Systems Analyst / Developer

October 2010 to January 2020

At SVA, I developed custom business solutions on top of the Microsoft technology stack. I used Visual Studio, C#.NET, ASP.NET, MS SQL, Microsoft CRM, SharePoint, SSRS, and SSIS. I developed both frontend and backend solutions and worked to provide the best possible solutions based on a deep understanding of my client's business requirements. I designed and developed a mobile sales solution for our biggest customer and provided leadership on many development projects. I used Visio to diagram solutions and Teams to collaborate at a distance. I improved my technical knowledge with online training resources and leveraged my quick learning abilities to develop against fringe APIs and products where SVA had customer requirements. I designed and developed custom business intelligence and reporting tools. One

of these provided daily sales statistics to the staff so that they could measure their performance at a glance. In another project, I designed and developed a report that made it easy to see ownership percentages in real estate investments. I engineered integration processes to extract data from various sources and transformed and distributed information as needed to create valuable business insights.

The Joint Commission

Oakbrook Terrace, IL

Lead Software Development Analyst

March 1998 to August 2010

While working at the world's leading healthcare accreditation organization I was repeatedly recognized for exceptional performance. I designed and developed many projects. I worked with business users and business analysts to gather requirements and create solutions to meet business needs. I developed a customer-facing .NET application for over 10,000 users with an Active Directory security service and created an object model to encapsulate business data and logic processes.

Education

Bachelor's Degree in Computer Science, DeVry Institute of Technology, Addison, Illinois. Graduation speaker. Dean's List and National Dean's List.

Microsoft Dynamics CRM Certified. Pluralsight CSS3 and JavaScript Expert.

Personal

I enjoy outdoor activities like mountain biking, snowboarding, and swimming.

As the Director of Web Presence for [Capital Off Road Pathfinders](#), I enabled communication of club news, events, workdays, and trail conditions by developing a customized website with social media and app integrations. The website had nearly 100,000 unique annual visitors and a #1 ranking on Google. During my 10+ year tenure, my work helped grow the organization to over 1,000 paid members and our trail network to 18 trail systems.

I was a volunteer for [Vermont Valley Community Farm, LLC](#). I developed and supported a custom SMF website to handle membership, product selection, and payments integrated with their backend database and an ACH payment system. I learned about vegetables, farming, and the CSA model.

I was the President of the [Chicago Area Mountain Bikers](#) (CAMBr) North Chapter, and the website developer and administrator. I developed the CAMBr website using SMF, PHP, and MySQL. I extensively customized the software and created a fully automated membership and payment system integrated with PayPal. I provided a foundation for others to develop an e-commerce and event registration system for fundraising.