

RYAN SORENSON

Full-Stack Software Engineer | Lead Software Engineer

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PROFESSIONAL SUMMARY

Full-stack software engineer with 18+ years designing, building, and rescuing enterprise applications — full stack, from database architecture and ETL through UI. Track record of replacing broken or nonexistent systems with standardized tools adopted at scale: platforms supporting thousands of users, millions of transactions, and measurable reductions in manual work. Deep experience with ASP.NET, C#, JavaScript, SQL Server, and Oracle, backed by 32 years at Comcast spanning field operations, technical operations, and engineering leadership.

PROFESSIONAL EXPERIENCE

Lead Software Engineer — Comcast, Salt Lake City, UT

2015 – 2026

- Diagnosed and resolved performance bottlenecks across PITSTOP, I-Recon, TEM, and other platforms by tuning stored procedures, adding missing indexes, and rewriting slow queries — including a PITSTOP query that was timing out at 1-2 minutes, rewritten using temp tables and on-the-fly indexing to run in 3 seconds. This work contributed to promotion into a Lead Software Engineer role.
- Led the migration from TFS to GitHub and helped shift the team to a more structured Agile development process, replacing ad hoc, unstructured releases with a predictable weekly deployment cadence and better version management.
- Mentored 4-5 developers, serving as a go-to resource for query optimization, C#, jQuery, and JavaScript challenges — helping them move beyond simply completing assigned tasks toward evaluating better technical approaches and building stronger problem-solving habits.
- Designed and delivered backend services and APIs supporting enterprise operations platforms used daily across the West Division and, in some cases, nationally.
- Partnered with cross-functional stakeholders — supervisors, dispatch/CommOps, and warehouse teams — to translate manual, process-heavy workflows into software requirements and deliverables.

Senior Application Developer — Comcast, Salt Lake City, UT

2007 – 2015

- Delivered enterprise applications across the full software development lifecycle, from requirements gathering through production support, including early work on TEM (Technician Exception Manager).
- Built RESTful APIs and backend services to support system integration between internal platforms and existing data sources (Oracle, SQL Server).
- Introduced Git-based version control workflows to the team, improving collaboration and reducing merge conflicts compared to prior source control practices.

Technical Operations Analyst — Comcast, Salt Lake City, UT

2003 – 2007

- Created and automated Technical Operations reporting, replacing manual report generation and improving visibility into operational performance for field and dispatch teams.
- Supported data analysis for Technical Operations, helping teams identify trends and monitor service metrics.

Earlier Career — Field Technician, Dispatch Supervisor, Call Center Support — Comcast, Utah

- Advanced through frontline and operational roles, building the operational and customer-service foundation that later informed the design of internal tools built for these same field and dispatch teams.

U.S. Army, Core of Engineers — Active Duty

1990 – 1993

- Served on active duty during the Desert Storm era, earning U.S. Veteran status and an Honorable Discharge at rank E-4. The discipline and composure under pressure developed here have defined every professional role since.

SELECTED PROJECTS

- **TEM (Technician Exception Manager)** — Built the full stack (database, backend, UI) in ASP.NET, SQL, and JavaScript for a ticketing system that let technicians request time off with threshold-based approvals, replacing a manual email/phone process between supervisors and dispatch. Scaled from a West Division tool to the national

standard, now supporting 5,000-15,000 technicians and enabling the CommOps group to manage the same volume of requests with roughly 75% fewer staff.

- **PITSTOP** — Designed and built the database architecture, data integration layer, and stored procedures for an enterprise operations platform that consolidated work assignment and tracking from 8-11 disparate data sources into a single tool, replacing a manual, report-based delegation process for 60-80 users. Contributed to the UI to deliver self-service ticket assignment (600-1,000 tickets/day) and real-time KPI visibility for managers, saving supervisors an estimated 20 hours/week previously spent pulling and delegating reports manually.
- **I-Recon** — Built the full stack (database, ETL, and UI) for an inventory management tool using ASP.NET, C#, and JavaScript, pulling data from Oracle and SQL Server via ETL, supporting 1,500 technicians and tracking 15,000-25,000 pieces of field equipment. Let the warehouse set assignment limits by equipment type and gave technicians visibility into their inventory versus their limit, replacing a manual weekly turn-in/reissue process and saving each technician an estimated 1.5 hours/week — roughly 2,250 hours/week saved company-wide.
- **IT Asset Management System** — Inherited a broken asset-tracking application for the West Division (~20,000 employees) suffering from out-of-sync data, crashes, and an unreliable UI. Rewrote the database/data layer and sync process, rebuilt key UI components, and added validation and error handling — turning it into the division's standard, still-in-use system of record for laptop/desktop assignments, including tracking equipment through contractors and departed employees.
- **West Division Technician Scorecard** — Built a full-stack (ASP.NET, SQL, ETL from Oracle/billing systems) real-time scorecard tracking technician performance on daily, weekly, monthly, and annual KPIs. Replaced subjective, supervisor-dependent evaluations with a standardized KPI framework across the West Division, with rollout views by region and drill-down to individual teams.
- **VOC (Voice of the Customer) Survey Process** — Designed and built the end-to-end data pipeline powering automated customer satisfaction surveys triggered 30 minutes after every service call or install. Built the full process feeding technician and appointment data into the survey system and routing results back through the full technician hierarchy — deployed at national scale.

EDUCATION

Associate of Applied Science (AAS), Computer Networking — Utah Career College

Diploma, Information Systems — Concentration in Database Developer — Strayer University (2011)

Bachelor's-level core coursework completed (degree not conferred), Software Engineering — Western Governors University

TECHNICAL SKILLS

Languages/Frameworks: C#, ASP.NET, .NET Core, JavaScript, jQuery, React, Angular

Databases & Data: SQL Server, Oracle, Complex Query Design, Advanced Stored Procedures, Query Optimization, ETL Development, Database Architecture, Temp Tables & On-the-fly Indexing, Multi-Source Data Integration

Cloud/DevOps: Azure, AWS, Docker, Kubernetes, Git, GitHub, CI/CD

AI & Modern Tooling: Claude / Anthropic API Integration, AI Agent Development, Prompt Engineering, GitHub Copilot, AI-Assisted Security Review, AI Debugging & Code Analysis

Core Strengths: Full-Stack Development, SQL Expertise, Application Modernization, Performance Tuning, Agile Methodologies, Technical Mentorship