

# TRENT TROYER

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## SENIOR SYSTEMS OPERATIONS ENGINEER

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Accomplished technology leader with extensive success in designing, supporting, and modernizing mission-critical systems across the financial and manufacturing sectors. Proven expert in optimizing enterprise applications, automating complex workflows, and guiding infrastructure transitions to improve scalability and performance. Adept at bridging the gap between technical teams and business stakeholders to deliver robust, secure, and efficient solutions.

## KEY SKILLS

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**Core Competencies:** Systems Operations | Enterprise Application Support | Infrastructure Architecture | Technology Integration | Technical Troubleshooting | PDF & Document Automation

**Technologies & Platforms:** SQL (MS-SQL, Oracle) | Wolters Kluwer Expere | Bottomline FormScape | ASG Mobius

**Development & Automation:** ASP | AJAX | JavaScript | pdf.js | Progressive Web Apps (PWA) | AutoCAD Automation

**Methodologies:** Agile | Scrum | Kanban

## PROFESSIONAL EXPERIENCE

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### WELLS FARGO BANK, Des Moines, IA

#### Senior Specialty Systems Operations Engineer

December 2010 – May 2025

- Served as lead engineer for the Wolters Kluwer Expere platform, ensuring continuous availability and high performance for critical financial applications.
- Engineered internal ASP web tools to automate package monitoring and deployment workflows, significantly reducing manual effort and minimizing deployment errors.
- Developed a JavaScript-based PDF comparison tool using pdf.js, which successfully eliminated the need for time-consuming manual visual inspection.
- Led the strategic transition from a monolithic architecture to a microservices-based model to enhance system scalability and improve application deployment agility.
- Architected and built multi-database permission control applications to standardize access control across enterprise lines and enhance security.
- Partnered with Mortgage CORE and ATM Strategy teams to architect and implement robust platform and application solutions.

#### Operating Systems Analyst

August 2006 – December 2010

- Wrote and tuned complex SQL queries to improve performance and accelerate mortgage package delivery.
- Designed and implemented real-time monitoring dashboards for branch onboarding and PDF delivery, improving visibility and speeding up issue resolution.
- Supported numerous deployments, consistently resolving system and application performance issues to meet critical business timelines.

### SELF-EMPLOYED

#### Progressive Web App Designer

February 2021 – Present

- Designed and launched a full-featured funeral service Progressive Web App (PWA), ensuring seamless cross-platform compatibility (iOS, Android, web).
- Integrated offline capabilities and install-on-device options to create a frictionless user adoption experience.

### UNITED PARCEL SERVICE (UPS), Des Moines, IA

#### Programmer & Senior Computer Technician

March 2003 – August 2006

- Developed internal ASP/AJAX tools for UPS Corporate Billing that improved operational efficiency by automating manual data entry and reporting tasks.
- Administered and maintained SQL databases for national account rebates, ensuring data integrity for mission-critical incentive tracking.
- Engineered technician-facing tools that enhanced internal workflows and improved visibility into service tickets.

## EDUCATION

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### Bachelor of Science (BS), Aerospace Engineering

Iowa State University, Ames, IA