

Liam Wells

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SUMMARY

Senior **C#/.NET** cloud engineer with nearly 10 years building dependable enterprise platforms for **government agencies** and regulated-service organizations. Brings AI-first, specification-driven delivery experience, using Claude and **GitHub Copilot** for most code generation, then applying thoughtful review, testing, security checks, and maintainability standards. Leads work from architecture and detailed specifications through implementation, deployment, observability, and production support. Recent programs converted legacy .NET systems into Dockerized microservices on Kubernetes and AWS EKS, with zero-downtime releases, OpenTelemetry telemetry, **distributed tracing**, structured logging, metrics, SQL Server tuning, memory profiling, and performance diagnostics. Collaborative partner for architects, product leaders, web and mobile teams, and operations groups, with genuine interest in helping civic technology teams deliver faster, safer services.

EXPERIENCE

Senior .NET Cloud Engineer

June 2024 - Present

CivicPath Solutions

Raleigh, NC

Owns architecture, specifications, implementation, and production support for a cloud-native case-management platform serving 14 state and municipal agencies. Guides AI-first delivery with Claude and GitHub Copilot, leads legacy modernization into Dockerized microservices on AWS EKS, and partners with architecture and operations teams on reliable, observable releases.

- Defined **AI-first** specifications, review checklists, test scenarios, and acceptance criteria before **Claude** and GitHub Copilot generated C#/.NET implementations, giving engineers a clear path from concept through reviewed code.
- Led decomposition of legacy .NET modules into Dockerized microservices on **AWS EKS**, setting service boundaries, health checks, scaling policies, and rollback procedures that supported safer agency releases.
- Implemented zero-downtime delivery through Kubernetes rolling deployments, readiness gates, backward-compatible SQL Server changes, and GitHub Actions **CI/CD** controls, protecting uninterrupted public services.
- Instrumented APIs and background workers with OpenTelemetry, distributed tracing, **structured logging**, and metrics, helping support teams isolate cross-service failures with less guesswork.
- Profiled memory usage, reviewed **SQL Server** query plans, tuned connection pools, and ran load tests before releases, improving scalability and production readiness across high-volume workflows.
- Partnered with architects, operations engineers, web teams, and mobile teams to resolve performance risks early, keeping modernization decisions aligned with agency service needs.

Lead C#/.NET Engineer

January 2022 - May 2024

HarborPoint Digital

Charlotte, NC

Directed modernization for a long-running public benefits platform, coordinating a five-engineer team across specifications, Copilot-assisted implementation, container deployment, observability, database performance, and production readiness. Connected incremental architecture decisions with uninterrupted agency operations and clearer engineering practices.

- Sequenced migration of a 12-year-old public benefits platform from tightly coupled applications into independently deployable .NET services, preserving agency operations during each release.
- Authored specification packages for **REST APIs**, validation rules, integration contracts, and automated tests, giving Copilot-generated code consistent boundaries and reviewable delivery criteria.
- Created Docker and Kubernetes templates for AWS EKS with resource limits, autoscaling, **secrets management**, **ingress configuration**, and debugging runbooks, improving deployment consistency across environments.
- Analyzed SQL Server execution plans and redesigned procedures and indexes for eligibility and payment workflows, reducing timeout incidents during high-volume processing.
- Introduced **OpenTelemetry** tracing, correlation identifiers, structured logging, and operational metrics across API and message-processing paths, shortening incident isolation for support engineers.
- Mentored engineers on memory-safe C# patterns, **asynchronous programming**, code review, **automated testing**, and incremental legacy refactoring within CI/CD practices.

.NET Application Engineer

July 2019 - December 2021

Northstar Public Systems

Richmond, VA

Delivered C#/.NET APIs and service components for a government licensing platform supporting web portals, mobile clients, partner integrations, and scheduled workloads. Combined specification-led delivery, Docker and Kubernetes support, SQL Server tuning, observability improvements, and production diagnostics for demanding public-service transactions.

- Delivered **C#/.NET APIs** for web portals, mobile clients, partner integrations, and scheduled workloads, translating licensing rules into tested services that supported dependable renewal transactions.

- Converted functional requirements into technical specifications and used GitHub Copilot for repetitive implementation, retaining human review, automated testing, and clear integration contracts.
- Containerized selected services with **Docker** and supported **Kubernetes deployments** through configuration updates, log analysis, scaling tests, and release verification before production promotion.
- Tuned SQL Server queries, stored procedures, indexes, and data-access patterns for licensing searches and renewals, improving response behavior under demanding transaction loads.
- Added structured application **logging**, baseline metrics, and trace context across API, database, and downstream integration paths, giving **production support** a clearer diagnostic trail.
- Diagnosed memory growth and throughput issues through profiling, dump analysis, targeted load tests, object-lifetime changes, and asynchronous processing improvements.

C#/.NET Developer

September 2016 - June 2019

Meridian Software Group

Norfolk, VA

Built and maintained C#/.NET applications for municipal permitting and inspection workflows, supporting tested services, user-facing features, SQL Server operations, **legacy modernization**, and early container adoption. Worked across requirements, implementation, diagnostics, deployment documentation, and durable production fixes.

- Built **C#/.NET** services and user-facing features for permit intake, inspection scheduling, document tracking, fee calculations, and reporting, translating municipal rules into reliable workflows.
- Developed **SQL Server** queries, stored procedures, and data-access components, improving consistency across permitting transactions and operational reports.
- Modernized selected Web Forms and legacy .NET modules into maintainable MVC and Web API components, preserving established agency integrations during incremental change.
- Created unit and integration tests for validation, authorization, database operations, and API contracts, giving delivery teams stronger release confidence.
- Supported Docker-based development environments and documented repeatable build, configuration, and **deployment** steps for engineering and test teams.
- Investigated defects through logs, SQL diagnostics, code reviews, and controlled reproductions, turning findings into durable fixes and practical support documentation.

PROJECTS

Civic Case Platform Modernization 📅 2025

Converted legacy .NET modules into Dockerized microservices on AWS EKS, pairing AI-generated implementation with detailed specifications, OpenTelemetry instrumentation, SQL Server tuning, and zero-downtime deployment controls for public-sector workflows.

Benefits API Reliability Program 📅 2023

Reworked REST APIs, database procedures, Kubernetes resources, and observability signals across eligibility and payment services, giving operations teams faster fault isolation and steadier high-volume processing.

Licensing Service Performance Initiative 📅 2021

Improved licensing searches and renewals through SQL Server query optimization, memory profiling, structured logging, trace context, targeted load testing, and focused asynchronous processing changes.

LEADERSHIP & AWARDS

- Received a 2025 Civic Technology Delivery Award for leading dependable cloud modernization across agency case-management services.
- Earned a 2023 Engineering Leadership Recognition for mentoring developers through AI-assisted specifications, code review, testing, and production readiness.
- Recognized in 2021 for resolving memory and throughput issues affecting a high-volume government licensing platform.

EDUCATION

Bachelor's Degree in Computer Science

2016

Old Dominion University GPA: 3.7

Norfolk, VA

Coursework: Software Engineering, Database Systems, Cloud Computing, Operating Systems

CERTIFICATIONS

- AWS Certified Developer - Associate 📅 2023
- Microsoft Certified: Azure Developer Associate 📅 2021
- Docker Foundations Professional Certificate 📅 2020

TECHNICAL SKILLS

- **Programming Languages:** C#, SQL, JavaScript
- **.NET Frameworks:** .NET, ASP.NET Core, MVC
- **API Development:** Web API, REST, API contracts
- **Cloud Platforms:** AWS, AWS EKS, Microsoft Azure
- **Containers:** Docker, Kubernetes, containerization
- **Microservices:** Service boundaries, health checks, scaling
- **CI/CD Tools:** GitHub Actions, rolling deployments, readiness gates
- **AI Development Tools:** Claude, GitHub Copilot, AI spec-driven development
- **Observability:** OpenTelemetry, distributed tracing, telemetry
- **Logging and Metrics:** Structured logging, metrics, correlation identifiers
- **Database Engineering:** SQL Server, query optimization, execution plans
- **Performance Engineering:** Memory profiling, dump analysis, load testing

SKILLS

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|----------------|-----------------|--------------|------------------------|
| • C# | • REST | • Kubernetes | • GitHub Copilot |
| • .NET | • Microservices | • AWS EKS | • OpenTelemetry |
| • ASP.NET Core | • SQL Server | • CI/CD | • Legacy modernization |
| • Web API | • Docker | • Claude | |

PROFESSIONAL AFFILIATIONS

- Member, Association for Computing Machinery; shares practical .NET, cloud, and software engineering lessons with peer communities.
- Member, Cloud Native Computing Foundation community; contributes thoughtful Kubernetes and observability perspectives during team discussions.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST