

MARK H. HOWARD II

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Professional Summary

- System Architect with 20+ years designing and delivering scalable, cloud-native software, most recently a multi-tenant SaaS platform on Azure and AKS.
- Architected platform-wide identity (OIDC/SSO across Okta and Entra ID), customer data ingestion APIs, and near-real-time data warehousing.
- Deep hands-on background in .NET, Node, React, and React Native, with a bias toward TDD, DDD, and clean architecture.
- Leads teams through sprint planning, code review, and release management while championing design patterns and test-driven development.
- Guides AI adoption — GitHub Copilot rollout, Databricks environments, and Azure AI services for secure, compliant workloads.

Technical Skills

Languages — C#, TypeScript, JavaScript, SQL, HTML/CSS

Frameworks — .NET Core / ASP.NET Core, Node.js, React, Angular, React Native, Expo, Ionic, Capacitor, SignalR

Data — SQL Server, MongoDB, star-schema warehousing, ETL/ELT, message queues, Tableau, Power BI, Databricks

Cloud & Infrastructure — Azure (AKS, Service Bus, AI services), Azure AD / Entra ID, Okta, OIDC, Kubernetes, Docker, TeamCity, GitHub Actions

Practices — TDD, DDD, SOLID, clean architecture, microservices, REST/SOAP APIs

Professional Experience

RippleWorx / Mequilibrium May 2018 – Present

System Architect

Responsible for architecting a SaaS product in the human resources sector, offering a flexible survey tool, tasks module, shared calendar, and training plans for monitoring employee sentiment and other various functions.

- Took the product from prototype to a production-ready, regionally available platform on Azure and AKS, with automated build-to-production pipelines for API, web, and mobile. Now reliably sending nearly 15K surveys per day via email, text, and push.

- Engineered the React Native + Expo mobile app offline-first, so users respond to surveys without connectivity, with OTA updates and automated dev-to-prod release management.
- Architected a customer-facing “Custom Collections” ingestion API accepting any format via REST — 5K+ records daily, usable across tasks, calendar, and analytics, with secure auth, clear docs, and resilient error handling.
- Architected product-wide SSO using OIDC across Okta and Azure AD (Entra ID), securing 10K+ users across web, mobile, and internal admin.
- Designed a data warehouse with near-real-time ETL via message queues, and owned the Tableau Server integration (auth, permissions, automated provisioning) for self-service reporting.
- Led a team of 5 engineers through sprint planning, code review, documentation, and release management, championing design patterns, clean code, and TDD.
- Drove AI adoption — GitHub Copilot rollout, plus advising Data Science on Databricks environments and Azure AI services for compliant handling of sensitive data.

Allstar Financial Group, Inc July 2014 – May 2018

System Architect

ALLSTAR is a holding company managing a diverse portfolio of specialized MGAs and brokerage firms that provide a full suite of services, including underwriting, policy issuance, claims administration, and back-office support across niche insurance markets.

- Architected a high-performance sales data warehouse that unified disparate systems to deliver near-real-time KPIs—including claims, premiums, and producer performance—enabling data-driven decision-making across all divisions.
- Streamlined carrier and state-level compliance by automating reporting workflows that deliver data via REST/SOAP APIs and SFTP. Custom validation rules ensure high-integrity submissions across multiple formats, with full tracking of what was sent and automatic transmission of corrections.
- Built a large central .NET codebase with feature toggles and configuration options to support diverse department needs including client management, claims, policy issuance, and broker agreement statuses.
- Developed integrations with Vertafore AMS 360 for pulling and pushing custom, policy, and billing data to support underwriting and servicing workflows.
- Architected a commissions tracking system computing producer commissions reliably against varying rules for 20 producers across 6 divisions.
- Architected an A/R collections system that distributes monthly A/R reports, sends past-due notices via email and fax, and tracks all activity including collections agent notes.

Elexient LLC January 2005 – July 2014

Owner/President – System Architect

Elexient LLC was a custom software development company serving clients across various industries.

- Consulted with stakeholders to gather requirements and implement features in an iterative, user-focused process.
- Built and led a team, expanded shared code libraries, and developed end-to-end systems across sectors including insurance, construction, and e-commerce.
- Architected and developed a funds control system for an escrow company to track project completion, change orders, suppliers, and subcontractors, and to release project funds based on a complex rules engine.
- Architected and developed a construction estimating system that imported RSMeans cost-book data to produce accurate project estimates, generate proposals and change orders, and track projects from start to finish.
- Created numerous brochure websites with a custom CMS, allowing clients to manage their own content.
- Provided ongoing application support and maintained servers both on-site and in Azure.

Envision Communications, Inc January 2004 – May 2007

Junior Engineer

Envision is a pharmaceutical marketing company.

- Developed features on a complex event planning system, expanding it significantly.
- Worked with a Technical Lead to translate requirements into functional and technical specifications.
- Contributed to configuration and maintenance of on-premise database and web servers.
- Implemented source control.

Side Projects & Other Interests

- **Grocery Board:** Developed an app with my wife for shared shopping lists and meal planning, available on iOS, Android, Windows, and as a PWA. Built with React, Ionic, Capacitor, C# .NET Core, SignalR, WordPress, and Power BI.
- **IoT, Raspberry Pi, Arduino:** Enthusiastic about tinkering with Raspberry Pi, Arduino, and NanoFramework for various projects.
- **Contest:** Won a Microsoft app contest in 2015 with the app TimesheetAnywhere (now discontinued).