GREGORY A. MILLER

SENIOR SOFTWARE ENGINEER & SOLUTIONS ARCHITECT

McKinney / Dallas–Fort Worth, TX · geekpatrol.com/contact.php · linkedin.com/in/geekpatrolmiller

PROFESSIONAL SUMMARY

Results-driven technology professional with 35+ years of progressive experience across software engineering, solutions architecture, and IT leadership. I design and deliver custom integrations, automation workflows, and business applications — primarily in mortgage and financial services — and I am equally at home writing production code or shaping enterprise-wide systems. Actively seeking a new challenge where broad technical depth and a record of measurable, business-driven results matter.

CORE COMPETENCIES

- Solutions Architecture
- Software Engineering
- Encompass / ICE Mortgage
- REST APIs & Integration
- Power Platform
- n8n Workflow Automation
- Selenium RPA
- AI & Agentic Systems
- Microsoft 365 & Azure
- AWS Cloud
- Business Intelligence
- Security & DR Planning
- Technical Leadership

PROFESSIONAL EXPERIENCE

Senior Software Engineer · *Legacy Mutual Mortgage*

`November 2017 – Present`

Design, develop, and deploy custom software solutions that extend and enhance the Encompass loan origination ecosystem and broader business operations. Serve as the internal innovation driver — identifying automation opportunities and delivering purpose-built tools that measurably improve efficiency and reduce manual effort.

- Designed and deployed the ICE Mortgage Technology Status Monitor — an n8n automation flow aggregating 40+ RSS feeds and delivering real-time platform status alerts into Slack, significantly reducing support escalations.
- Built the BizApps Web Portal, extending core Encompass capabilities with enhanced user interaction workflows beyond native platform functionality.
- Implemented an SSN Match Alert tool that proactively identifies potential data conflicts on active loans, reducing compliance exposure.
- Deployed a Selenium RPA Server to drive end-to-end process automation, eliminating repetitive manual workflows across departments.
- Architected and published advanced Power Automate and Power Apps solutions, including a fully mobile-ready Onboarding Management App that replaced a manually maintained SharePoint spreadsheet with near-real-time updates for all stakeholders.
- Architected and deployed an internal AI-powered Loan Guidelines Chatbot — a web-based RAG (Retrieval-Augmented Generation) application that lets staff query loan guidelines in natural language and receive precise answers with supporting source excerpts.
- Founded and authored Technology Tuesday, a recurring internal publication introducing staff to emerging technology concepts and practical tools.

SVP / Chief Information Officer · *Highland Residential Mortgage*

`June 2014 – December 2015`

Recruited to establish and scale the IT department from the ground up during a period of rapid organizational growth. Served as the company's senior technology executive with full accountability for infrastructure, operations, security, and strategic planning.

- Built the IT operations team from scratch, recruiting and managing technical staff to support a rapidly expanding user base.

- Architected and standardized enterprise-wide IT infrastructure, including network design, endpoint standards, and employee onboarding procedures.
- Developed the company's foundational IT security standards, acceptable use policies, and Disaster Recovery framework — establishing a compliance-ready technology foundation.
- Managed technology vendor relationships and procurement strategy aligned with organizational growth objectives.

IT Director — Loan Administration System · *Highland Residential Mortgage*

`January 2016 – March 2017`

Strategically transitioned from CIO to apply deep Encompass expertise in optimizing the core loan origination system, bridging IT capabilities with lending operations.

- Served as primary Encompass system administrator, managing configurations, business rule customizations, and user access governance.
- Implemented workflow optimizations that reduced loan processing friction and improved regulatory compliance adherence.
- Translated business unit requirements into technical solutions, acting as the direct liaison between IT and lending operations teams.

Senior Manager, Information Technology · *Great Western Financial Services*

`February 2012 – April 2014`

- Designed and implemented a branch rapid deployment kit — standardized user equipment, pre-configured network infrastructure, and on-site installation support — enabling new branches to establish WAN connectivity to the corporate NOC in Dallas.
- Administered the company's Encompass installation, independently acquiring advanced administrative skills to deliver customized platform functionality.
- Managed a technical support team responsible for enterprise-wide user support, endpoint management, and infrastructure maintenance.

General Manager / Owner · *Geeks On Patrol, Inc.* `1995 – 2016 (Wind-down)`

Founded and operated a Managed Service Provider delivering custom IT solutions to small businesses across the Dallas–Fort Worth area. Grew to nearly 300 active clients and a team of seven employees at peak.

- Directed all daily support, project delivery, and installation operations, coordinating internal staff and third-party vendor resources to fulfil client commitments across nearly 300 active accounts.
- Provided high-level solution architecture oversight, approving all technical designs prior to client presentation; personally managed all client transitions during wind-down.

EARLIER CAREER

Lead Web Application Programmer — ComCept, Inc. (now L3 Technologies) (2000–2002) — *Designed and deployed a secure FOUO web server farm for the U.S. Air Force; role required Secret security clearance.*

IT Manager — The Sales Consultancy (1998–1999) — *Engaged to modernize operations in preparation for acquisition; company successfully transitioned to On Target Marketing in 1999.*

Manager of Technical Services — Communications Expo (1996–1998)

Systems Support Engineer — PRC / Interealty Corporation (1995–1996)

Senior Manager, Technical Services — CompUSA, Inc. (1988–1994) — *Participated in founding development of the CompTIA A+ Certification; contributed to the original 1,200-question exam pool and was among the first cohort of A+ Certified professionals worldwide.*

VOLUNTEER LEADERSHIP

Educational Coordinator → President (3 Terms) → Chief Technology Officer · *TheLab.ms — Plano Makerspace*

2014 – Present

- Elected Educational Coordinator (2015); subsequently elected President for three consecutive terms (2016–2018), leading a membership of 125+ through a cross-functional leadership team.
- Elected CTO upon reaching presidential term limits; manages Azure and AWS cloud environments alongside physical infrastructure.
- Designs and maintains workflow automations using Microsoft Flow, IFTTT, and Zapier to integrate disconnected organizational services.

EDUCATION

Bachelor of Science, Electronic Engineering Technology
DeVry Institute of Technology · Irving, Texas · 1982–1986

PROFESSIONAL DEVELOPMENT

AI Agents & Agentic AI in Action
University of Texas at Austin — Continuing Education · March 2026

Mastering AI Automation — Agentic AI for Enterprise Workflows
University of Texas at Austin — Continuing Education · April 2026

NOTABLE RECOGNITION

- CompTIA A+ Certification Founding Contributor (1993–1994) — collaborated with a three-person team to develop the original 1,200-question A+ exam pool; recognized as one of the first A+ Certified professionals worldwide and received an Honorary A+ Certification from the CompTIA Executive Team.
- Maintains an active personal development lab including Microsoft 365 E3, Azure tenancy, Visual Studio Professional, and Adobe Creative Suite — enabling continuous self-directed learning, prototyping, and dual-ISP redundancy testing.

References available upon request.