

KENNETH L. ROACH, SR.

Ravenna, OH 44266

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Cell 330-676-2407

SUMMARY

Senior Software Engineer and AI Automation Developer with extensive experience designing enterprise applications, database systems, integrations, and workflow automation solutions. Expertise includes C#, ASP.NET/.NET Core, SQL Server, n8n, REST APIs, webhooks, HubSpot, Google APIs, ETL/data engineering, and AI-powered business process automation. Experienced in architecting production automation solutions that integrate CRM, email, cloud storage, APIs, human approval workflows, and AI services.

EDUCATION AND PROFESSIONAL DEVELOPMENT

Master of Science (MS), Computer Technology, College of Technology, Kent State University, Kent, OH

Bachelor of Science (BS), Computer Technology, College of Technology, Kent State University, Kent, OH

CERTIFICATES

MCSA - Certification Number: H194-3863

MS 70-480 HTML5 Programming CSS3 And JavaScript

MS 70-486 Developing ASP.NET MVC Web Applications

SOFTWARE

C#, ASP.NET, ASP.NET MVC, .NET Core, SQL Server, n8n, HubSpot CRM/API, REST APIs, Webhooks, Gmail API, Google Drive API, OAuth 2.0, JavaScript, JSON, HTML/CSS, OnBase, SAP Crystal Reports, SSRS, SAP MII, Java, Apache NiFi, Apache Iceberg, Apache Hadoop, Apache Kafka, Docker, PHP, MongoDB, Nessie, Python, Machine Learning Fundamentals, DeepSeek AI, Prompt Engineering, AI Workflow Automation, Google Cloud Platform (GCP)

AI AUTOMATION CONSULTING

The Babel Group | AI Automation Consultant | 2026

- Architected and developed an end-to-end n8n customer follow-up automation platform integrating HubSpot CRM, Gmail, Google Drive, REST APIs, webhooks, and custom JavaScript.
- Built a 47-node, four-workflow automation system supporting customer follow-up processing, human approval, corrections, automated email delivery, and HubSpot activity logging.
- Developed webhook-driven human-in-the-loop approval workflows allowing communications to be reviewed, corrected, approved, and released before customer delivery.
- Integrated HubSpot CRM APIs for customer data processing and automated logging of completed email interactions.
- Integrated Gmail and Google Drive APIs for automated communications, document retrieval, attachment processing, and workflow-driven email delivery.
- Developed custom JavaScript for data transformation, validation, workflow routing, batching, and error handling.
- Designed modular n8n workflows separating approval, corrections, production delivery, and CRM logging for maintainability and reuse.

Technologies: n8n, HubSpot CRM/API, Gmail API, Google Drive API, REST APIs, Webhooks, JavaScript, JSON, HTML, OAuth 2.0, Docker, AI Workflow Automation

PROFESSIONAL EXPERIENCE

F&E PAYMENTPROS

Macedonia, OH

Application and Database Developer

3/2017 to Current

- Enhanced proprietary self-service payment kiosks – built using ASP.NET MVC, C#, and SQL Server 2012 – simplifying in-person transactions and reducing service lines.

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- Developed and maintained a cloud-managed self-service payment platform serving government agencies, including kiosk software, payment processing integrations, centralized reporting, remote monitoring, and customer administration tools.
- Designed and implemented SSRS and SAP Crystal reports for client needs, including automated scheduling and on-demand reporting
- Developed and maintained self-service payment kiosk systems for government agencies, enabling secure processing of property tax, utility bills, court fees, and license renewals.
- Implemented a modern data lake architecture using Apache Iceberg, enabling historical audit tracking, rollback capabilities, and schema evolution across payment datasets.
- Deployed Apache Polaris as a centralized Iceberg catalog, simplifying cross-environment metadata management and supporting multi-engine access (Spark, Trino) for reporting and compliance.
- Built automated ETL pipelines using Apache NiFi and SQL Server to ingest and partition transactional data into Iceberg tables on AWS S3, improving query performance and scalability.
- Integrated kiosk event logs with Iceberg for long-term retention and analytics, allowing detailed troubleshooting and usage pattern analysis.
- Designed high-availability .NET-based kiosk applications with embedded failover, device health monitoring, and secure remote update capabilities.
- Created proof-of-concept projects to migrate systems to Vaadin, Java, Docker, and ActiveMQ for decoupled architecture
- Integrated custom receipt formats for Zebra printers using ZPL language

RTI INTERNATIONAL

Niles, OH

OnBase Support & Application Developer

01/2011 to 01/2016

- Developed and maintained OnBase workflows, e-forms, and rules conditions, supporting business-critical operations
- Converted OnBase documents to SharePoint using Unity scripting with C# DLLs
- Enhanced in-house manufacturing applications via C#, WPF, and SQL Server 2008–2016
- Created SAP MII transactions utilizing BAPI calls, SQL queries, and XML for system integration
- Collaborated with cross-functional teams for testing and user acceptance of IT solutions

BILL WHITE'S TWIN STAR LANES & AKRON LANES

Kent, OH

Web Developer

01/2010 to 01/2015

- Designed and hosted websites using Joomla CMS, PHP, jQuery, and MySQL databases
- Developed custom Joomla MVC components for displaying bowling scores and statistics
- Automated the upload of weekly bowling standing sheets via FTP and Cron jobs

OPERATING TAX SYSTEMS

Stow, OH

Senior Web Developer

2004 to 2008

- Designed and developed a user-friendly, secure website for over 100 OTS customers to access detailed Tax and IFTA reports, utilizing Classic ASP, Active Reports, jQuery, JavaScript, and Microsoft SQL Server as the backend.

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- Created a highly efficient data entry system using ASP.NET 1.1 with VB.NET, enabling remote data entry for personnel to input driver logs from home.
- Maintained and managed the database by creating and modifying tables, functions, and stored procedures using SQL Server 2000.
- Ensured seamless website functionality and data integrity through meticulous testing and debugging.

TRADESHOW, MULTIMEDIA INC.

Cleveland, OH

Senior Web Developer

2001 to 2003

- Designed and developed interactive and engaging websites for tradeshow, creating user-friendly experiences for exhibitors and attendees.
- Developed an interactive floor plan for virtual tradeshow using AutoCAD drawings, integrating it seamlessly with the exhibitor's website.
- Utilized technologies such as Visual FoxPro, West-Wind Web Connect, JavaScript, and jQuery to deliver robust solutions.
- Set up websites on in-house web servers, managed IP addresses, and created email accounts for attendees.
- Conducted ongoing maintenance of web servers, ensuring reliable performance and minimizing downtime.