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Objective

I am seeking a full time position leading a software development group or as a senior level technical strategist. I am looking for challenge, room for growth, and the excitement of an organization focused on fulfilling a vision for itself and its customers, where I can utilize my diverse experience, dedication, and passion for enabling business goals through technological solutions.

Summary of Qualifications

- Seasoned technology manager with 10 years of experience leading project-based consulting engagements, product development initiatives, ongoing product management, and production environment support.
- Adept at instilling the urgency and focus necessary for software development teams to produce exceptional products. Experience designing and implementing Agile and traditional software development methodologies.
- Leader in the technology consulting industry, with over five years of strategic technical consulting experience serving Fortune 500 companies and large organizations in the financial services, pharmaceutical, manufacturing and federal government sectors.
- Expertise in technology product selection, enterprise technology strategy, architectural due-diligence, disaster recovery planning, and IT service delivery/management process improvement.
- Certified and published application security professional, with experience in secure computing practices, auditing of policy compliance and data privacy assurance.

Professional Experience

Manager, Enterprise Management Development

SunGard Availability Services - Philadelphia, PA

May 2005 to Present

Duties:

- Manage, mentor, and develop a diverse team of 12, including software engineers, user interface designers, and application management engineers.
- Provide strategic direction and day-to-day management of all projects related to the SunGard Managed Services Portal.
- Facilitate the development process for three development teams, supporting over 1.7 million lines of code.
- Work with SunGard product development teams to ensure that the customer portal experience is an integral part of all new product development activities.
- Manage production support of the operational tools and customer extranet systems used by over 30,000 users.
- Maintain support for legacy systems and applications, while moving to decommission and consolidate platforms .
- Manage relationships with packaged software vendors, focusing on decreasing the cost of annual licensing and improving the level of support provided to the group.

Key Accomplishments:

- Awarded a guest invitation to the SunGard Availability Services 2007 100% Club for my work on the Managed Services Portal.
- Implemented a software development methodology that provided rapid code release velocity (bi-weekly), maintained quality objectives, and consistently kept the department under budget.
- Built a geographically dispersed software development team, spanning six cities within the US.

- Established the role of User Interface Designer within the company.
- Created the Application, Software Configuration and Release Management group within SunGard Availability Services.
- Established portal customization and branding services as value-added activities to support the business development team when establishing partnership or reseller relationships.
- Successfully managed the development team through a period of exponential growth of users and functionality of the Managed Services Portal and reduced code maintenance costs by consolidating platforms.

Key Projects:

- Managed the development and deployment of operational support systems required to feed the invoicing process for all managed services "usage-based" billing line items, resulting in revenue increase of over \$250,000 a month.
- Supervised the integration of the operational support systems and client portals for two corporate acquisitions (Inflow in 2005 and VeriCenter in 2007). Managed to aggressive deadlines and ensured the customers and operations teams experienced a smooth migration to SunGard systems and processes.
- Led the development of a mobile application used to access SunGard's help desk ticketing system. Focused on data security over the wireless connection, performance of the system, and usability within the small screen data display.
- Developed the strategy for implementing in-bound computer telephony integration and outbound automated dialing solutions for the SunGard Integrated Operations Center.
- Managed the development of a "code generator" system to generate both back-end web services and front-end portal code directly from forms designed in BMC's Remedy Action Request Server. This project reduced development time of web-based forms by over 50%.
- Deployed a web interface to provide customers with real-time device performance metrics. The system featured a drag-and-drop interface for users to build custom online reports, PDF report output, and scheduled report generation.
- Managed the software development and security policy aspects of the rollout of the Managed Services Portal to the SunGard UK operating unit.

Sr. Internet Architect

SunGard Availability Services - Philadelphia, PA

March 2003 to May 2005

Duties:

- Architected and developed custom applications and integration technologies for the IT service management toolset.
- Collaborated with the product development team to define and assess potential service offerings for the system and application monitoring market.
- Performed requirement elicitation and management for high priority projects impacting IT service management.
- Managed the department's application development process; including cross-project coordination, quality assurance planning, and release management.

Key Accomplishments:

- Managed the development and deployment of the first and second versions of the SunGard Managed Services Portal.
- Implemented the AJAX design model for the second major version of the SunGard Managed Services Portal prior to the term AJAX being coined.
- Became a leader in application layer security by serving on SunGard's Security Advisory Review Board and attaining the SANS GIAC Certified Incident Handler (GCIH) certification in April of 2004 (#576).
- Implemented the first application development and project coordination processes for the department. These processes produced a noticeable decrease in software defects and a noticeable increase in the leveragability of application modules.

Key Projects:

- Led the design and implementation of a secure XML Web Services architecture, utilizing the SOAP, UDDI and WS-SEC standards. The architecture allows for rapid integration between independent software products, allowing SunGard to leverage existing investments in service management software.
- Developed an automated validation system for the SunGard monitoring products, relieving the company of hundreds of low-value man hours and allowing that time to be spent on higher value projects.
- Architected and managed the development of online web-based DNS management tool, providing internal network engineers and customers with the ability to manage DNS zones in real-time.

Application Architect / Development Team Lead

Qwest Solutions, Qwest Communications International - Philadelphia, PA

May 2000 to March 2003

Duties:

- Provided technical sales support for the sales and business development teams in the Eastern US.
- Led technical consulting engagements, and led the technical portions of business consulting engagements.
- Developed system architectures and standards.
- Managed delivery teams through project inception to completion.
- Planned the production rollout for implemented projects.
- Trained internal groups on various technical and business process topics.
- Worked with Qwest product development teams to define and assess potential service offerings.

Key Accomplishments:

- Led the development of Qwest Solutions' application development methodology. Worked closely with members of each project discipline, guiding the group towards agreement on the key elements of the methodology.
- Awarded the Qwest Solutions "Contributor of the Year" award in 2001.
- Awarded the "Vanguard Award" for contributions to the financial services practice in 2000.

Key Projects:

- **Target Gift Registry IVR:** Designed and developed the fulfillment portion of an Interactive Voice Response (IVR) application for the Target Corporation. The project incorporated the Qwest Web Contact Center product (based on the Telera telephony platform) with custom development of the fulfillment system. The project was Qwest Solutions' first Microsoft .NET based external project.
- **Nationwide Insurance:** Authored the electronic business intelligence strategy for Nationwide Insurance's Sales Technology division. Provided the client with strategic guidance regarding the challenges of channel convergence; business intelligence product selection and implementation; and web architecture requirements needed to support BI initiatives. The success of the strategy was highlighted by its selection as one of Computerworld's Premier 100 case studies in March of 2002.
- **Treasury.gov:** Lead technical strategist for the design of the US Treasury Department's www.treasury.gov website. The project included planning for the aggregation and conversion of thousands of existing pages into the new site, the selection of a content management system, and the design of a fully redundant hosting architecture.
- **SEIBusinessBuilder.com:** Functioned as lead architect and managed the development of an extranet application targeting the independent investment advisor clients of SEI Investments. The application integrated 7 discreet enterprise systems and implemented an Interwoven Teamsite content management system.

Programmer

Qwest Solutions (formerly Frontier Media Group) - Malvern, PA

September 1998 to May 2000

Duties:

- Worked closely with cross functional project teams to implement web-based financial applications in ASP and JSP.
- Designed system architectures and documented technical requirements.
- Liaised with clients to establish technical constraints for each project.
- Participated in development team technical research projects.

Key Accomplishments:

- Awarded the Qwest Solutions “Contributor of the Year” award in 2000.

Key Projects:

- **Merrill Lynch IA/CA Compensation and FC Chargeback:** Developed a web-based payroll contract management system and a web-based expense management system for the Merrill Lynch National Sales Division. Both systems were part of a billion dollar development initiative for the client (the Total Global Advisor Workstation initiative), and integrated with IBM DB2 (residing on MVS machines) and Oracle 8 databases.
- **Merrill Lynch Intelligent Questionnaire:** Developed a dual purpose questionnaire application for the Investor Services Division of Merrill Lynch. The system included a CD and a web application. The application used a Java Servlet architecture running on the JRun J2EE server, including both Oracle 8i and IBM’s Cloudscape imbedded Java relational database system.
- **Merrill Lynch Advisory Services Group:** Developed a secured intranet site for the Merrill Lynch Advisory Services Group. The system provided ML financial advisors with management information reporting across their accounts and financial research reporting intended to support the advisors’ strategic guidance to investors. The system was based on NT4 with IIS and Sybase Adaptive Server System 11.
- **ARAMARK:** Developed a custom content management system for ARAMARK’s brand management extranet. The system included development in JavaScript, VB Script (ASP), VB 6 and T-SQL.

Education & Certifications

- GIAC Certified Incident Handler, May 2004, Certification # 576
- SANS Philadelphia, “Track 4: Hacker Techniques, Exploits and Incident Handling”, 2003
- Harvard Business School eLearning Program, “Building E-Businesses: Developing E-Business Capabilities”, 2002
- Kutztown University, Telecommunications Program, 1996 – 1998

References

References are available upon request.