

Objective I'm an independent software engineering contractor seeking interesting projects requiring leadership and technical excellence. Based in the Midlands in the UK, I work in the UK, Europe, the U.S., and beyond via VPN or on-site. I am both a UK and U.S. citizen.

Skills

Design	Software technical design with an object-oriented, component-based approach and full life-cycle perspective: Requirements, technical design and documentation, planning, development, and delivery.
Languages	JavaScript, Java, C#, Visual Basic (VB), SQL, VBScript, C, ...
Technologies	Object-oriented design and development, AJAX, HTML, CSS, Prototype, JSP/servlet, SQL/databases, .Net, Process360 (formerly Enterprise NX, ViewStar), Active Server Pages (ASP), COM, JSON, XML, ...
Communication	In person and in writing, I communicate clearly and effectively with management, peers, and end-users.
Leadership	When appropriate, I can assume team leadership based on mutual respect and technical excellence.
Teamwork	I work well with other team members. I take personal responsibility for ensuring my team's overall success.

Experience **Independent Contractor (2002-present)**

Key projects:

- *London Borough of Brent*: Ongoing projects using on Global 360's *Process360* document management and workflow product. Primarily bespoke customisation of *View360* (Global 360's local government framework for council tax and housing benefit administration) for the Revenues and Benefits department, adding substantial new features and integrating *View360* with various Council systems, resulting in significant business savings. Other projects include specifying, developing, and deploying an invoicing system for the Children & Families department to manage on-time invoice payment, increasing this key performance indicator from ~58% to >80%. [C#; .Net; VB; SQL; VTA (ViewStar Task Architecture); VBScript]
- *Global 360*: Assisted in development of *View360* product [see technology list in previous item]
- *Pocket-Monkey.com*: Redesigned site, adding several features [Java, JSP, HTML, CSS, XML]
- *Large Healthcare Charity*: Upgraded Lisp-heavy *ViewStar 5.2* system to *ViewStar BPM* (now *Process360*): Analysis; COM development (VTA tasks, etc.); documentation. [VB; COM; SQL; VBScript]
- *Corizon*: Ongoing enhancement of the Corizon Platform [Java; SQL/databases; XML]
- *Corizon*: Worked in team to deliver Corizon solution to a major UK telecom [Java; J2EE]
- *ViewStar Engineering*: Added workpacket display, manipulation, and forwarding to *ViewStar BPM* web services sample application [C#; ASP.Net]
- *Pocket-Monkey.com*: Wrote Backgammon online game [Java; XML]
- *ViewStar Engineering*: Overhauled sample web client (part of *ViewStar BPM 1.0* release) [Active Server Pages; VBScript; JavaScript; HTML; CSS]
- *ViewStar Engineering*: Maintenance work in EBPI COM objects/controls [VB; COM]
- *ViewStar Education*: Developed *EBPI Web Application Development* curriculum, taught "beta" class to partners and trainers

Corizon¹ (2000-2002)

Software Engineer, Lead Software Engineer

- Designed and lead implementation of major Corizon platform component [Java; UML; SQL]
- Core member of the platform team that designed the Corizon platform [UML; Java]

Operations Developer

- Did customisation and integration of 3rd party billing and customer support systems with pre-platform Corizon systems [J2EE; Java; XML; XSL/XSLT; ASP; VBScript; JavaScript]

ViewStar (Mosaix/Lucent/Avaya/eiStream/Global 360²) (1997-2000)

Senior Software Engineer - Engineering (1999-2000)

- Lead infrastructure design and development to extend product (*CRM Central*) API to client applications requiring "stateless" access (web clients, etc.) [VB; DCOM; C++; MTS; TCP/IP]
- Maintained sample web client application (*ViewStar@Work*) [ASP; VBScript; JavaScript]
- Helped develop *CRM Central's* agent desktop application [VB; ActiveX]

¹ Corizon is the new name for Genient, Ltd.

² ViewStar/Mosaix/Lucent/Avaya/eiStream/Global 360: ViewStar was part of Mosaix when I joined; was later bought by Lucent, then spun off as part of Avaya Communication; later acquired by eiStream Technologies, whose new name is Global 360. The product *ViewStar BPM* became *Enterprise NX*, since renamed to *Process360*.

- Did maintenance work in EBPI (*ViewStar*) and CPI (*CRM Central*) COM interfaces [VB; COM]

Senior Applications Consultant - Professional Services (1998-1999)

- Wrote new web client application for *ViewStar* for use by Professional Services (this later replaced the previous *ViewStar@Work* portion of main product) [ASP; VBScript; JavaScript]
- Wrote custom *ViewStar* plug-ins for customers and sales presentations [VTA; VB; COM]
- Helped represent Mosaix in an industry “head-to-head” evaluation at Doculabs (with positive result)
- Continued doing product customisations for customers, developing “best practices” examples, and delivering product training classes

Workflow Consultant - Professional Services (1997-1998)

- Installed and customized *ViewStar@Work* (web-based workflow routing and optical storage retrieval) for customers in the insurance and financial sectors [VB; ActiveX/COM; ASP; VBScript; JavaScript]
- Taught variety of *ViewStar* Education training courses to customers, partners, and internal staff
- Developed ActiveX objects for use by ASP applications [VB; ActiveX/COM; ASP]
- Developed “best practices” examples of customisations of our product, both client/server and Internet [ASP; VBScript; VB; ActiveX/COM]
- Developed and updated *ViewStar* Education curricula, both solely and working with a team

Cheetah Systems, Inc. (1989-1997)

Lead Software Engineer (1995-1997)

- Developed realtime internet text feed client software for live events (such as the '96 Presidential debates) to accompany RealAudio audio feeds [Java]
- Developed realtime text feed server software for same live events [Solaris; C++; TCP/IP]
- Ported *Total Access* product from DOS to Windows [Delphi; C DLLs]
- Continued extending main DOS-based product, *TurboCAT* [C; C++; 80x86 assembly]

Product Development Manager (1994-1995)

- Responsible for all aspects of Cheetah product development. Trial position; at end of trial, I declined their offer to make position permanent. Continued while helping hire replacement.
- Managed small team enhancing Cheetah's products [C; 80x86 assembly]
- Developed a high-speed data entry product for court reporting students [DOS TSR; C]
- Led inter-vendor committee creating CAT industry standard for file exchange (used RTF as basis, added extensions), wrote format specification

Product Manager, CAT Products (1993-1994)

- Supervised small team enhancing *TurboCAT*
- Developed several new sales-generating features for *TurboCAT* [C]
- Developed DOS version of *Total Access* [C] to replace earlier low-end litigation support product

Programmer (1991-1993)

- Primarily responsible for ongoing enhancement of *TurboCAT*
- Developed a low-end, DOS-based realtime litigation support package [C, serial comm]
- Wrote initial user manual for *CAPtimator*
- In small team, rewrote *TurboCAT*'s primary component, the transcript editor [C] Quickly became design lead for project, both UI and engineering aspects
- Created internal code libraries, including DOS text-mode windowing/dialog library (still in use) [C]

Technical Support Representative (1989-1991)

- First full-time technical support representative; responsible for all customer support calls during business hours and during regularly scheduled after-hours shifts
- Trained additional technical support staff as department grew
- Though not in Development, increased sales of *TurboCAT* by listening to customers and developing two new features on own time and initiative which were added to the product [C]

Education

Ohlone College (Fremont, CA)	1990s	Continuing Education (C, C++, assembly)
S.F. State University (S.F., CA)	1984-1985	Computer Science, Creative Writing
Lowell High School (S.F., CA)	1980-1984	