

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

**Skills**

<b>Design</b>	Software technical design with an object-oriented, component-based approach and full life-cycle perspective: Requirements, technical design and documentation, planning, development, and delivery.
<b>Languages</b>	Java, C#, JavaScript, Visual Basic (VB), SQL, VBScript, C, ...
<b>Technologies</b>	Object-oriented design and development, JSP/servlet, SQL/databases, .Net, Global 360 Process 360 ( <i>formerly Enterprise NX, ViewStar</i> ), Active Server Pages (ASP), COM, XML, XSL/XSLT, HTML
<b>Communication</b>	Orally and in writing, I communicate clearly and effectively with management, peers, and end-users.
<b>Leadership</b>	When appropriate, I can assume team leadership based on mutual respect and technical excellence.
<b>Teamwork</b>	I work well with other team members. I take personal responsibility for ensuring my team's overall success.

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

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#### Key projects:

- *Children and Families Dept., London Borough of Brent*: Specified, developed, and deployed an invoicing system to manage the payment of invoices on time (a key performance indicator for the department and the Council), using Global 360's Process 360 product. Increased on-time payments from ~58% to >80%. [C#, .Net; VB; COM; SQL; Process 360 (*formerly Enterprise NX, formerly ViewStar*); VTA (*ViewStar Task Architecture*); VBScript]
- *Revenues and Benefits, London Borough of Brent*: Specified, deployed, and customised Global 360's View 360 product, a local government framework for council tax and housing benefit administration using Process 360, their workflow and document management system. (System is live, bespoke enhancements continue.) [see technology list in previous item]
- *Global 360*: Assisted in development of View 360 product [see technology list in previous item]
- *Pocket-Monkey.com*: Redesigned site, adding several features [Java, JSP, CSS, XML]
- *Large Healthcare Charity*: Upgraded Lisp-heavy ViewStar 5.2 system to ViewStar BPM (now Process 360): Analysis; COM development (VTA tasks, etc.); documentation. [ViewStar; 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

#### Corizon<sup>1</sup> (2000-2002)

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*Software Engineer, Lead Software Engineer*

- Designed and lead implementation of major component of the Corizon platform [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 360<sup>2</sup>) (1997-2000)

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*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]

<sup>1</sup> Corizon is the new name for Genient, Ltd.

<sup>2</sup> 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 *Process 360*.

- Maintained sample web client application (*ViewStar@Work*) [ASP; VBScript; JavaScript]
- Helped develop *CRM Central's* agent desktop application [VB; ActiveX]
- 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)**

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#### *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 *CAPtivor*
- 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	