

Highly respected Information Technology Executive with a proven ability to build and manage effective cultures and strong technology teams. Success in defining and implementing policies and controls, and in leading and delivering critical projects across departments and stakeholders: meeting complex challenges with elegant, pragmatic solutions.

CORE COMPETENCIES

- Strategic Planning
- Large Project Management
- Team Building
- Coaching and Mentoring
- Organizational Planning
- Secure Architecture & Design
- System Integration
- Application Development
- Software Development
- Life-Cycle Administration
- Quality Assurance
- Production Support
- Process Engineering
- Refactoring and Project Adaptation

PROFESSIONAL EXPERIENCE

AMAZON.COM

Senior Manager of Software Development

Assumed leadership of Amazon distribution centers' inbound programs during ramp-up to seasonal peak, including physical and software processes and related development and support organizations. Revitalized coordination with all related supply chain divisions including retail, purchasing, vendor management, transportation, labor management, and warehouse operations, in order to see cross-department projects through completion without impacting ongoing operations.

Ownership

- Responsible for the management and accounting processes of inbound freight at more than 40 distribution centers world-wide.
- Direct control of key systems handling tens of millions of inventory transactions daily in a distributed, redundant, fault-tolerant and high-availability environment.
- Ultimately accountable for the health and efficacy of the department in meeting corporate objectives including budget, productivity, and quality.
- Managed analysts and developers with respect to performance, company guidelines and milestones, and professional growth.

Vision

- Established a 3 year vision and phased implementation plan for inbound systems for several million dollars in savings and dramatic increases in productivity and quality, with actionable metrics and controls for perpetual improvement.
- Vetted corporate objectives and overlapping department projects for financial justification (ROI, NPV, opportunity cost, and risk assessment), and setting relative priorities and stack ranking in accordance with the prevailing vision.
- Created training opportunities and encouraged trade association exposure for direct reports and departments to keep abreast of new developments in technology, methods, and products capable of meeting or improving our goals.

Communication

- Conducted regular subject matter expert contacts with distribution centers in 7 countries regarding best practices, up-coming projects, and escalating support issues.

- Provided on-site analysis, project design, implementation, and support at Amazon facilities for pilot roll-outs and proof-of-concept due diligence.
- Coordinated cross-department software service and data ownership for division of labor, API definitions and SLAs, and corresponding deployment schedules.

Execution

- Participated in seasonal peak executive support escalation for rapid investigation and response to critical issues and emergencies.
- Used root-cause analysis of recurring issues to direct short-term development goals for a 30% reduction in total support load.
- Doubled developer productivity rates without reducing operational support turnaround by implementing and enforcing appropriately tailored Agile/SCRUM methodologies, and mentoring team members.

OVERSTOCK.COM

Director of Software Development

Led Overstock's retail ERP software development division in the transition from startup (\$238 million/yr) to Enterprise (\$806 million/yr), out of a situation of perpetual crisis management and into a strongly positioned forward looking vision and architecture capable of sustaining multiple years of 100%+ growth.

Leadership

- Screened, interviewed, recruited and trained software development staff, successfully quadrupling in-house talent without slowing active projects.
- Lowered effective training curve for new engineers over 90% through managed risk assignments.
- Directed multiple outsource contracts on a combination of high visibility development, maintenance, and documentation undertakings to significantly reduce demands on local staff during important projects.

Performance

- Achieved the smoothest running, most profitable Q4 in company history resulting in an all-time high share price and beating earnings estimates by 50%.
- Increased project completion throughput nearly 10x through flexible team structures and matured software development lifecycle.
- Refactored database and systems integration touchpoints to cut large data processing times by more than half.

Quality

- Dropped on-call alerts to Network Operations and Database Administrators over 87% by enhancing code efficiency and stability.
- Established QA department, cutting time to locate and resolve critical and major defects by 60%.
- Implemented Sarbanes-Oxley and CISP related reviews, audits, and controls in legacy systems and new projects, achieving over 80% compliance in the first 10 months.
- Introduced versioning and defect tracking tools, eliminating broken builds and inaccurate code rolls.

Cooperation

- Combined Open Source and off-the-shelf software with internal development and major industry vendors, leveraging a blend of competencies to considerably enhance system capabilities with quick turnaround.
- Tightly integrated Database Administration, Network Operations, and Business Analysis groups for review of data health, scalability, and resource usage to refine code and architecture.
- Created transparency into all stages of the software development process for internal departments and business users, minimizing areas of historical friction.

INGENIX, UNITED HEALTH GROUP

Software Development Manager

Took control of an existing development group, managing day-to-day execution of software engineering and support activities in line with corporate standards and long-term departmental and resource specific goals. Salvaged ailing offshore relationships and established a record of accurate project estimation and quality delivery.

Maturity

- Participated in process design reviews to implement and improve complete SDLC and Project Management controls.
- Integrated acquired businesses and resources with corporate processes and standards for regulatory compliance (HIPAA) and quality.
- Reviewed requirements and recommended best practices and architectures to realistically improve application performance and reliability.
- Oversaw department budget and staffing based on business needs analysis and forecasts.

Implementation

- Gathered and approved requirements, created project break-downs and schedules, and tracked and reported progress to customer, business, and executive representatives.
- Managed activities of direct reports and offshore teams to meet project requirements and time lines.
- Conducted performance reviews and compensation administration including hiring, meritorious recognition, and corrective actions.

UNITED ONLINE

Principal Engineer

Architected and developed high-volume enterprise analytics resources, provided legacy system maintenance, and saw new projects through the full SDLC.

Expertise

- Quickly came up to speed on 8 years worth of legacy code base in an Open Source heavy environment including Linux (Red Hat, Fedora Core), Apache, Perl, Postgres, MySQL, Solaris, and Oracle.
- Designed and developed a SOX-compliant extended log parsing platform utilizing a self-assembling cluster and plug-in architecture, capable of handling 200 million+ lines daily on a simple 3-machine commodity hardware array.
- Evaluated 3rd-party products for viability and courted relationships and reviewed agreements with vendors. Deployed, integrated, and supported those products in a data intensive environment.

- Matured email marketing initiatives including VERP implementation, ISP sender certification and scoring, data analysis, and disparate systems integration increasing deliverability by over 40%.

Contribution

- Supported and extended a legacy Perl stack responsible for actively serving 8.6 million websites.
- Delivered several high-visibility new-development projects both independently and cooperatively across departments.
- Deployed and integrated Open Source business intelligence analytics for major gains to quantifiable introspection.
- Mentored and trained other developers in code competency, SDLC intricacies, and data management best practices.

TECHNICAL SKILLS OVERVIEW

Programming

- C, C++
- Java, J2EE
- C#, .Net
- SDLCs (CMM 1-5)
- Perl
- PL/SQL
- XSLT
- Delphi/Pascal
- PHP
- Visual Basic
- DCOM
- Shell Scripting
- MFC, STL
- OO Frameworks
- Design patterns

Operating Systems

- Linux: Redhat/RHEL/Fedora, SuSE/SLES, Debian/Ubuntu, SE Linux, etc.
- Unix: Solaris, HP
- Microsoft: All
- Macintosh: All

Web Development

Client Side

- HTML
- CSS
- AJAX
- JavaScript, VBScript

Server Side

- Java, JSP, EJB, Spring, JSF
- ASP, .NET
- PHP
- CGI, SSI, SHTML
- XML, XSLT
- Perl, PerlScript
- Apache, Tomcat
- ActiveX, ISAPI
- WebLogic
- IIS (4.x, 5)

Relational Databases

- Relational Theory
- Data Normalization
- Structure Migration
- Design
- Creation
- Maintenance
- SQL (General)
- Oracle (PL/SQL)
- MS SQL Server
- MySQL
- Postgres
- MS Access
- ORM