

## Professional Profile

Add value to an innovative and growth oriented organization by applying my systems development, information technology and business skills to achieve company objectives

## Technology Skills

- Computer Languages: Assembly, Basic, Pascal, C++, Perl, HTML, XML, ASP/ASP.NET, VB/VB.NET, C#, PHP, JavaScript, VBScript, T-SQL, Unix Shell Scripting
- Desktop Software: Microsoft Office, Project, Visio, One Note, Localization Studio; Word Perfect Suite, Altiris Lab Expert, Norton Ghost & PC Anywhere, Microsoft Automated Deployment, PQ Drive Image and Partition Magic, VMWare (GSX), Lotus Notes
- Development Infrastructure and Software: Microsoft Visual Studio 6.0/2003/2005/Team Systems, Visual Source Safe (VSS), Perforce, Clear Case, Subversion, Finalbuilder (Vsoft), CruiseControl.Net, Continuum
- Scripting Languages: VBScript, MS PowerShell, Maven, Ant, Perl, Unix Shell
- Network/Server Software: Exchange, Commerce, BizTalk 2000, Share Point 2003/2007, IIS 5/6.00, SQL Server 2000/2005, Oracle 9i/10g
- CRM Software: KANA Suite (Contact Center, Response, IQ, Analytics), Siebel, salesforce.com
- Operating Systems: DOS, Windows 3.x/95/98/NT/2000/XP/2003/Vista, Red Hat Linux, NetWare, Solaris
- Networking: TCP/IP, DHCP, DNS, FTP, Remote Access, VPN, Firewall, POP/IMAP, SMTP, SMB
- Server Hardware: Dell, IBM xSeries, Compaq/HP

## Professional Experience

Salesforce.com (San Francisco, CA)

January 2009 - Present

**Senior Member of Technical Staff - Release Architecture**

Achievements:

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Responsibilities:

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MarketTools, Inc (San Francisco, CA)

June 2007 - December 2008

**Sr. Release Engineer**

Achievements:

- Implemented automation for builds and deployments of Java web applications on Tomcat 5.2, and ASP.NET applications using MS Powershell. Increased consistency in building each product and deployment to Dev, QA and production environment
- Standardized build and deployment scripts across different products for Markettools. Decreased overhead in managing build, deployment and release processes for Release management team
- Defined the release process requirements based on input from Product Support, Net Ops and Quality Engineering requirements. Increased traceability of all product and platform updates at each customer site. Served as a sole gate keeper for the entire engineering group for all product, patches and tools releases within Markettools.
- Created web based product build, deployment, test and release schedule dashboard, to be used by the entire markettools company, to keep track of builds, deployments and test results. Increased productivity within markettools by 30%
- Created integration between Powershell deployment framework and Mercury Quality Center to trigger automated execution of test suites. Increased visibility to the build's test results within each product team.
- Configured and deployed development, build and testing infrastructure to the dev and qa groups in India, provided instructions on how to build products and deployment them locally. Increased productivity in India development center by running their own builds and testing them before delivering additional functionality into main development branch in Subversion.
- Upgraded Subversion (source control server) to a new windows platform and implemented user account integration with Windows Active Directory so that users can use the same logons to access Subversion. Decreased user administration management for Subversion.

### Responsibilities:

- Develop, analyze and maintain tools that support and automate processes for software product releases.
- Compile and assemble software from source code. Work with development engineers to correct build errors.
- Configure build environment with necessary hardware and software to support the release builds.
- Support developers for software package registry and delivery.
- Work with project teams to determine an appropriate build schedule, then initiate the build and build push process.
- Responsible for establishing the policy and procedures for building the products and releasing them.
- Responsible for source code control system management and for establishing the policies and procedures for code management and release.
- Develop an unattended, automated build system that provides nightly builds on all code lines as well as providing developers with the ability to kick off unofficial builds from the same system.
- Write integration between the build system, the test harness, the defect tracking system and source control system.
- Design and write a web-based real-time reporting system that included build status, build changes and other useful metrics about the builds
- Work with production support team in resolving product issues
- Establish entry and exit criteria for all products going to from development to production

Philips Medical Systems (Radiology Informatics, Foster city, CA)

June 2005 - May 2007

### **Software Configuration Manager**

#### Achievements:

- Converted old, custom written product build scripts to off-the-shelf build automation framework software (Finalbuild - Vsoft Technologies). Increased build automation processes to be more flexible and sustainable.
- Automated and streamlined product deployment, test and release processes by implementing automation framework software (Finalbuilder), and Share Point for documentation and schedule tracking. Increased visibility of engineering efforts throughout the Radiology Informatics business unit.
- Defined the release process requirements based on input from Product Support, Tech Support and Quality Engineering requirements. Increased traceability of all product and platform updates at each customer site. Served as a sole gate keeper for the entire engineering group for all product, patches and tools releases within Radiology Informatics in Foster City, CA.
- Implemented VMware infrastructure for testing different product deployments and testing scenarios. Decreased hardware purchasing costs by 50%
- Created infrastructure for shared development between different Philips Medical R&D groups throughout Philips global locations by architecting distributed source control, development and testing infrastructure.
- Implemented Continuous Integration processes for all product branches development and support by using CruiseControl.Net (ThoughtWorks). Decreased nightly build and test failures by 80%.
- Created web based product build, deployment, test and release dashboard, to be used internally by engineering group, to keep track of builds, deployments and test results. Increased productivity within engineering department by 20%
- Designed and automated dataset deployments to engineering and quality systems test servers
- Implemented proper archiving of releases for roll-back situations and SOX (Sarbanes-Oxley Act) compliance.
- Helped in designing of new Data center for Engineering group which included architecting a SAN solution for all engineering storage needs, data center electrical and cooling requirements, network configuration for to simulate customer networking configurations.

#### Responsibilities:

- Managing software configuration processes and procedures during development (source code branching and merging) and migration across environments during elevations.
- Defining and communicating build, deployment and test best practices.
- Provide progress reports for all projects to ensure timely and accurate reporting.
- Implementing process improvements related to software configuration management and deployment procedures.
- Release management: defining release schedule, product testing and deployment for all engineering teams
- Release testing and automation
- Build system/process maintenance and automation
- Source control (Perforce) maintenance and administration
- Software and 3<sup>rd</sup> party tools lifecycle management
- Engineering lab/server room management; hardware and software support
- Product dataset management, deployment and automation
- VMware infrastructure management, deployment and automation
- Shared Development environment support for Radiology informatics global R&D groups
- Deployment and support of Radiology software to 3<sup>rd</sup> party integrators and other Philips groups
- Management of Windows platforms patches and security hot fixes releases for all production and test servers within engineering group
- New hire development environment setup and software configuration training
  1. Standardizing workstation OS image with all required software
  2. Deployment of OS images using ADS

- 3. Distribution of development tools using ADS and Software policies
- Managing of engineering budget
  1. Tracking of all engineering spending on hardware assets and software
  2. Maintaining of all vendor relationships and agreements
  3. Management and tracking of all 3<sup>rd</sup> party software licenses

DeVine Consulting (Union City, CA)

April 2004 - June 2005

**Principal**

Achievements:

- Company's lead technical architect. Designed and developed technical architecture for Web Sites, .Net and Web Sphere applications.
- Lead the development, management and deployment of Communicable Disease Surveillance System for the Alameda County Public Health Department. System that detects the outbreak of diseases and bio-terrorism events throughout the county and notifies key personnel based upon State developed algorithms. Solution was implemented using Microsoft .NET, SQL Server 2000, BizTalk, VB.NET & Win Forms.
- Deployed Web Based Defect and Time Tracking solutions to be used throughout different projects for employees and clients

Responsibilities:

- Lead development team building applications and service offerings
- Maintain site launch dates and other deliverables
- Train internal customers in the specified areas of expertise
- Interaction with site manager to create a final spec for project
- Coordinates web development activities to maximize productivity and efficiency
- Identifying resource and technology dependencies between projects
- Work with product development team in gathering technical requirements
- Communicating project issues/status across business units
- Tracking all project resources/milestones
- Customer Relationship Management

Accenture (San Francisco, CA)

May 2000 - April 2004

**Sr. Consultant**

Achievements:

- CRM Software integration expert. Designed and executed technical architecture plans during the entire Software Development Life Cycle (SDLC) process. Transitioned knowledge and support to clients after successful deployment.
- Technical Architect Specialist. Streamlined development, bug tracking and deployment process during SDLC. Developed web based applications to monitor and track development bugs and code deployment. Led technical architecture and development teams.
- Extra Mile Award for production support and monitoring. Designed and developed automated process to monitor production systems.

Responsibilities:

**Connection to eBay: .Net Technical Architect**

Role included managing and providing support for all .NET environments for Connection to eBay; ensuring that all environments (Development, Test, Staging, Production) are stable, and consistent. Serving as a primary contact to manage migration of code from one system to another.

- Designed and implemented the source code management process and tools. Enhanced the initial implementation to decrease migration time by 40%.
- Designed and implemented production monitoring process to report any missing customer order information. Customer response time was increased by 60%.
- Provided daily migration support with a extremely high level of accuracy
- Created and maintained all technical environments (Development, Test, Staging, Production)
- Assisted in design for highly redundant and scalable .NET environment (MS Commerce Sever 2002, SQL Server 2000, BizTalk, Win2k Server, Win 2k Advanced Server, Application Center server)
- Achieved 99.9% corporate and production environment uptime
- Served as a 2<sup>nd</sup> tier production support engineer for production environment
- Maintained corporate applications from a backup and archiving standpoint
- Monitored disk space and performance for each application
- Primary point of contact with hosting provider

**Microsoft: Localization Engineer**

Role included designing and implementing localization architecture for .Net and Siebel applications. Streamlining localization process across different Microsoft internal groups.

- Worked with translation vendors and Microsoft subsidiaries world-wide to determine localization and

- cultural requirements
- Assisted development teams in design and implementation of applications for localization process
- Designed and implemented tools to for extraction, translation and insertion of strings in applications
- Assisted in centralizing localization services within Microsoft Corporation for cost saving. Helped decrease the cost of localization by 40%.
- Designed and implemented a central web based translation repository to be used by Microsoft teams.
- Deployed Microsoft Share Point as platform for glossaries exchange

#### **KANA: Technical Architect**

Role included leading technical architecture and development teams in designing and implementation of KANA Suite applications. Served as a liaison between Accenture and KANA technical teams.

- Developed and deployed custom built COM+ components
- Supported and maintained applications at the web and application layer, as well as troubleshooting of all server related issues
- Led development team in understanding COM architecture and helping other developers in building the application development skills.
- Assisted Quality Assurance (QA) team in designing test scripts and test specification documents during the systems test cycle. Developed tools for the QA team to unit test the backend systems
- Streamlined build and deployment process by developing tools to monitor and track development bugs, build requests and systems uptime. Increased deployment process time by 40%

#### **Intel: Technical Architect**

Role included responsibilities as a member of the technical/architecture team to support build and deployment of Intel's Inside Online Network application.

- Supported pre-production environments: web servers, batch servers
- Created scripts and automation processes to monitor and report on development and test environments. Achieved uptime of 99.9%
- Assisted in localization architecture design
- Maintained stress labs, VSS database and developer machines
- Was responsible for building, deploying and supporting applications
- Served as 1<sup>st</sup> tier support engineer for development and system test environments

#### **Commerce One: HTML/JavaScript Developer**

Role included responsibilities as a HTML and Java developer to create a demo Electronic Request for Quote System (eRFQ) for Commerce One.

- Determined business and technical requirements from the client
- Participated in design sessions
- Developed web based demo using HTML, JavaScript and Cascading Style Sheets
- Developed technical architecture requirements documents
- Participated as one of the presenters during the demo presentation to the client

University of Wisconsin, Continuing Education Dept. (Milwaukee, WI)

January 1997 - May 2000

#### **PC and Network Technician (Full Time)**

##### Achievements:

- Automated deployment of software in computer labs
- Developed helpdesk ticket tracking application
- Developed intranet for the Continuing Education Department

##### Responsibilities:

- PC and Network Support
- Computer Lab management and support.
- Mail and Web servers management and support
- Helpdesk support

## **Education**

University of Wisconsin, Milwaukee, WI

**BBA in Management Information Systems**

## **Certifications**

- Microsoft Certified Professional
- Introduction to Capability Maturity Model Integration, Continuous Representation, V1.1

## References

References are available upon request.