

Information Technology Professional with over 20 years' progressive experience in all phases of Life Cycle Software Development. **Skilled Leader and Communicator**, hiring, training and mentoring personnel to drive business plan through innovative, cost-effective implementations. **Strategic Planner**, focused on networking and application evolution, assuring continued knowledge on trends, partnerships with vendors, and forward thinking for enterprises. **Creative Force**, applying best practices to IT environments.

Selected Accomplishments

- ◆ **Provided software development lead** for broad range of requirements, to include:
 - Property Management Software for hospitality market.
 - Use of V1NetSrv to manage interfaces between systems
 - Automated Financial Reporting System
 - Loss and Vehicle Incident Tracking System
 - Web-based Internet and Intranet support sites
 - SQL databases, excelling in stored procedures, view and trigger functions.
 - ◆ **Evaluated, selected and deployed** 3rd Party Business Applications.
 - ◆ **Designed/implemented IT infrastructures** for branch and corporate headquarters offices.
 - ◆ **Negotiated favorable contracts** with telecommunications providers and hardware vendors.
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Professional Experience

Agilysys, Rockville, MD

2005 – Present

Senior Developer

Lead Property Management Software (PMS) development evolution for \$200M IT company providing solutions to corporate and public-sector customers, with special expertise in select markets, including retail and hospitality.

- ◆ Developed V1Net browser-based PMS for hospitality industry. Used VB.Net 2003 and 2005 to create dynamic web sites supported by Microsoft SQL 2000 and 2005.
- ◆ Designed, developed, tested and implemented V1NetSrv Windows service to manage communication between V1Net PMS and peripheral devices, to include Point of Sale, PBX and Call Accounting. Coordinated vendors to create seamless integration. Reduced support call by more than 50%.
- ◆ Assist Support Engineers in troubleshooting customer issues. Resolve database performance and networking problems.
- ◆ Created backup and disaster recovery plans, assuring system availability. Test failure processes quarterly to determine potential modifications.

KASS Systems, Frederick, MD

2002 – 2005

Senior Developer, Member of KASS Systems

Launched IT development company, integrating technologies to meet business requirements for small/medium clients. Created strategies and executed timely/effective solutions. Selected projects included:

- ◆ Designed, developed and maintained loss and vehicle incident tracking system for hospitality company, reducing time in tracking events, providing improved reporting, and allowing quicker claim turnaround.
- ◆ Supported installation of ADP Biometric Timekeeping System, working with client and vendor to resolve technical issues.
- ◆ Implemented facility-wide access to internet for area hotels.
- ◆ Created application based on customer specifications to provide automated monthly financial reporting system, substantially improving timely completion of detailed reports, which resulted in enhanced business management for client.

(KASS Systems continued)

- ◆ Established 6-location infrastructure, providing ongoing technical support, for hotel chain.
- ◆ Moved client to new office space, supporting 20 personnel. Worked with resellers to provide phone and internet services. Set up and configured new server.

Legato Systems (formerly OTG Software), Rockville, MD

1996 – 2002

Director Information Services (1999 – 2002)

Directed 17 Developers, Network Engineers, and Communication Specialists for \$100M software development firm specializing in mass storage and imaging/document management applications. Supported 450 users in 15 global locations. Worked closely with marketing and sales to understand business requirements, preparing applications to meet established needs.

- ◆ Participated in merger and acquisition executive teams in purchase of 3 complementary organizations.
- ◆ Defined contract scope and negotiated telecommunications and equipment contracts, ensuring cost-effective solutions, acceptable terms, and strong Service Level Agreements.
- ◆ Led design and development of technical build-out in new worldwide headquarters. Managed IT move, assuring over 350 employees experienced no downtime in work processes.
- ◆ Managed \$3M annual budget. Developed and implemented departmental policies, accommodating dynamic work environment.

Manager Management Information Services (1997 – 2000)

Created Management Information Systems department. Hired, trained, and mentored 3 Programmers and 1 Web Developer. Managed day-to-day operations for internal systems, website, and web-based applications. Provided technical resource internally to organization and externally to partners for in-house products. Worked with executive management to identify strategic needs and develop solutions.

- ◆ Championed web-based applications to provide partners with on-line access to prospect leads, customer base, and product support.
- ◆ Selected and deployed ONYX software suite to replace existing customer/product tracking and help desk applications, bringing simplicity and enhanced functionality. Upgraded accounting to Solomon 4.
- ◆ Established internal 24-hour help desk.
- ◆ Worked as member of IPO team to develop appropriate documentation for various organizations.

Technical Lead and Senior Developer (1996 – 1997)

Developed custom business applications, responsible for in-house software providing ongoing support and maintenance/troubleshooting. Used MS Visual Basic, SQL, and Crystal Reports.

Education and Professional Development

University of Maryland Baltimore County, Baltimore, MD
Bachelor of Science in Information System Management

Howard Community College, Columbia, MD
Associate's Degree in Information Systems Management

Selected Technical Skills

Operating Systems	All Microsoft, Linux, Unix, Red Hat
Databases	MS SQL, MS Access, MySQL
Programming Languages	VB.NET, ASP.NET, VB6, XML, HTML, Java, C Sharp, C++
Hardware	PCs, routers, servers, network peripherals