

## FULL CYCLE

The following items briefly describe past achievements related to full life cycle development projects:

### ▶ Commercial Real Estate Construction and Sales Management System

Originally intended to track sales leads for a condo conversion project, this highly successful application eventually grew to a full-scale project management system consisting of two primary modules: sales and construction. These provide over seventy-five workflow automation and data interaction utilities and just as many productivity and management reports. Integrates with the enterprise accounting system to automate purchase order, invoice, and cost tracking.

**Contributions:** Architecture and development of global components • Database structure, optimization, and complex stored procedures • Negotiation, design and implementation of two-way data interaction with vended accounting package • Data integration with Excel • Management of seven technical and creative contributors • Technical and user documentation

**Technologies:** ASP.NET - C# infrastructure and components, VB implementation, SQL Server, Excel automation

### ▶ Trading/Brokerage Company Intranet and Extranet

A core affiliation was changing which meant nearly all internal software would need to be entirely rebuilt against the new affiliate's content and policies. Primary challenges were an unreasonably tight deadline, inexperienced internal developers, deciphering the new data, and migrating the old. A template system utilizing powerful, rapid-development components was implemented to enable staff to quickly build useful, friendly, standardized applications. Roughly thirty targeted modules provide various utilities for back-office administration, workflow automation, and reporting.

**Contributions:** Architecture and development of global components • Database structure, optimization, and complex stored procedures • Transformation/normalization of complex financial/trading data • Management of six technical and creative contributors • Technical and user documentation

**Technologies:** ASP.NET - C# infrastructure and components, VB implementation, .NET Remoting, Web Services, SQL Server

## HIGH-TECH

The following items briefly describe specific software solutions:

### ▶ Online Account Application

Potentially asking nearly 300 questions with answer requirements dependent upon combinations of other answers, user fatigue/boredom/suffocation/confusion is a real risk. These concerns are addressed through the use of a freely navigable, instant-validation/save wizard that never requires the user to scroll despite a limited allotment of screen among the marketing fluff. Regulations stipulate a signed hard-copy so upon completion, the user is provided a single, pre-populated PDF containing all required physical documentation.

**Contributions:** Wireframe and screen layouts • Interface and database architecture • Infrastructure and implementation coding.

**Technologies:** ASP.NET - C#, AJAX, JavaScript, SQL Server

### ▶ .NET Data Grid

Built to enable developers to drag a truly capable, entirely customizable grid onto their pages. Supports custom event handling and real-time data interaction requiring no page reloads. Implementation effort is negligible and its compact output is 10% of that generated by other less capable grids. Associated paging buttons and an unbelievably powerful yet flexible search dialog are both free-standing and can live anywhere on the page.

**Contributions:** Design and coding

**Technologies:** C#, AJAX, XHTML, XML, XSL/XSLT/XPATH

## NO-TECH

The following items briefly describe past leadership initiatives:

### ▶ **Established Operations for Online Discount Broker Startup**

A discount broker wanted to launch a new division to facilitate deep-discount, unassisted, online/touch-tone stock and options trading. With the regulatory work complete and an empty office, the challenge was to establish back-office and front-office operations prior to the target launch date. Full production capabilities were ready comfortably within the timetable.

**Contributions:** Implemented affiliate account and order management systems • Defined compliance and customer policies • Staffed and trained back office, customer service, and trading teams • Leveraged physical location to establish two-way redundancy between new entity and parent company

### ▶ **Lowered Costs through Resource Optimization and Strategic Sourcing**

Fast growth and a critical need for redundancy led to heavily bloated expenses for quote and news service. Needs were re-assessed, services optimized, and costs reduced by 40% with no loss of performance or detriment to contingency plans.

**Contributions:** Analyzed usage to determine current and anticipated needs • Negotiated pricing and service levels with competing vendors • Seamlessly integrated modified and new services with production

## FIRECALL

The following items briefly describe past successes resolving difficult, highly sensitive emergencies:

### ▶ **Ready or Not, Benefits Enrollment for 17,000 Begins in 60 Days**

The enrollment date range was set in stone, changes to the software were required, and data needed to be loaded. Unfortunately the lone programmer behind the enrollment application gave notice just as he was to begin the process. There was scant documentation, the format of the data had changed, and the "simple" application contained 90,000 lines of erratic, littered code. With too short a window to start from scratch, last year's software had to work once more. Given the duration of the enrollment period and the bottleneck of enrollment center capacity there was no room for downtime or do-overs. All systems were ready early, no issues were encountered in production, and data was accurately delivered to providers on time.

**Contributions:** Analyzed and documented existing application • Applied software modifications • Imported configuration data; exported final content

### ▶ **A hostile Employee Abruptly Quits**

A small "Software as a Service" provider was entirely dependent on one mastermind programmer for all its products. One particular behemoth was the crown jewel of the offerings - a template system enabling auto dealers to establish a Web presence and, most importantly, provide their real-time inventory online. Initial sales were quite promising and just as efforts were picking up speed both the software and programmer began to come unglued. Ultimately the challenge proved too great resulting in a software disaster and an employment relationship gone wrong.

Unfortunately, the car dealership application was entirely undocumented and had neither a suitable development environment nor any source control provisions. Severely compounding the problems were 500,000 lines of code that should have been closer to 50,000. Four new dealerships had just subscribed, some inventory feeds weren't refreshing, and customers were growing impatient while waiting for promised modifications. Ultimately the extensive configuration process was deciphered, free-flowing feeds were restored, customizations were made, and thorough documentation provided.

**Contributions:** Established appropriate development environment • Analyzed and documented existing applications • Assessed and mitigated risks • Applied software modifications • Trained replacement full-time developer