
Interwoven TeamSite Developer & Administrator

SOFTWARE DEVELOPMENT ▪ PROJECT MANAGEMENT

Portal Technologies ♦ Content Management Systems ♦ Web Applications ♦ Business Process Analysis ♦ Architecture & Design ♦ Development Life Cycle ♦ Consulting ♦ Technical Support Client Relations ♦ Vendor Management ♦ Personnel ♦ Best Practices

Dynamic, results-driven software engineering manager with **MS in Computer Science** and **10+ years** of experience designing, implementing and maintaining robust systems and tools supporting business growth, security, stability and profitability for **government agencies** and **industry leaders**. Astute analyst, strategic thinker and creative problem solver. Personable, articulate and persuasive presenter; clearly communicate technical matters to business leaders. Effective trainer; inspired and **led high performing global teams**. Superb manager; orchestrated multiple and complex demands that unflinchingly met client expectations, project budgets and sensitive business timelines.

PROFESSIONAL EXPERIENCE

Team Leader / Principal Engineer
Benjamin Franklin, Inc.

2000 – Present
San Jose, California

Deliver insight, energy, technical expertise and leadership required to achieve key performance goals for this global leader in content management software and services for the enterprise web. Engage with managers at domestic and international sites. Define functional needs, gather technical requirements and direct engineering staff, including offshore contractors developing custom solutions and maintaining systems for Interwoven, its clients and partners. Troubleshoot escalated problems.

- **Architected and implemented Interwoven CMS (Teamsite & OD) at customer sites such as Nextel, Compaq, PG&E, Proctor & Gamble, Dupont, Dominion, the US Postal Service and Environmental Protection Agency.**
- Analyzed client business processes and crafted **custom workflows, templates and deployment solutions**; authored **technical papers** on complex applications of Interwoven products and solutions.
- Appointed to manage escalated technical support for key accounts such as **Blue Cross Blue Shield NC, Schwab, Discovery** and **Nikon USA**; triaged issues and assigned appropriate engineers.
- **Supported global business plans** by regularly advising the senior management team on the readiness of the organization to support new products and processes.
- **Improved practices** for scrubbing bugs, requesting new features, identifying candidates for patches, issuing announcements, hot fixes, beta programs and new product releases.
- **Increased team productivity 60%**; coached and guided the development of the engineering staff; created new quarterly pay structure and effective performance incentives.
- Seamlessly coordinated the work of **remote contractors** located in Europe, the Middle East, Asia and on the US east and west coasts.
- Resolved escalated issues by cultivating **positive and productive relationships** with program managers, key account executives, product managers and engineers.
- **Increased client satisfaction**; personally answered questions, wrote knowledge base articles and technical documents that empowered customers to solve most problems. (2000-2002)

Continued

System Analysis / Development / Administration

1997 – 2000

Smith, Huskins & Associates / UCG

Washington, District of Columbia / Rockville, Maryland

Spearheaded the planning and execution of IT operations and activities that included network and application design, hardware and software upgrades, testing, maintenance and administration for mission-critical business operations. Provided quality user training and troubleshooting services for 30 to 70 end users.

- Installed and administered a **web server**; wrote **stored procedures and triggers** for relational databases for leading direct response marketing agency, Adams, Hussey. (1999-2000)
- Created **client/server applications** and **dynamic websites**; administered systems and provided technical support to 30 staff UCG, a provider of business-to-business information. (1997-1999)

Data & Network Administrator

1996 – 1997

Center for Clinical Quality Evaluation (CCQE)

Washington, District of Columbia

- Supported 30+ network users; developed a new client/server system and contributed to a key intranet project for an agency that advances the art and science of clinical quality evaluation.

EDUCATION

Master of Science in Computer Science ▪ Bachelor of Science in Computer Science

American University - Washington, District of Columbia

PROFESSIONAL CERTIFICATIONS

Interwoven Certified TeamSite Developer & Administrator

TECHNICAL PROFICIENCIES

Operating systems:

Microsoft Windows ▪ Solaris ▪ Linux ▪ UNIX

Programming & Development Tools:

Java / JavaScript ▪ C ▪ XML ▪ PHP ▪ SQL ▪ CGI ▪ Perl ▪ Borland Delphi ▪ Microsoft Visual Basic ▪ Adobe ColdFusion

Networking / Infrastructure:

IBM WebSphere ▪ Apache Tomcat ▪ BEA WebLogic ▪ ATG Dynamo ▪ Novell NetWare

Database Knowledge:

MS SQL ▪ MySQL ▪ Oracle ▪ XML ▪ PHP ▪ IBM DB2

Applications:

Interwoven TeamSite / TeamPortal / OpenDeploy / LiveSite / MediaBin / SitePublisher ▪ Onyx ▪ Salesforce.com ▪ Apropo VoIP