Summarized Resume for *Claire N. Streb, 1-585-755-3793*

Portfolios [Technical Writing and APIs] [2015-] [1998-2015] [2000-2005] [Computer Egghead 2005-2013] [Freelance 2005]

Complete Career At-A-Glance   Key: Technical Business/Managerial

Years	Company	Title	Remote
2019 –	VA.gov (c)	Sr Software Developer	100%
2019 – 2020	LogMeIn (c)	API Technical Writer (Sr Software Engineer) (part-time)	100%
2019 –	*Open Source**	Technical Writer and Editor for various projects (part-time)	100%
2017 – 2019	M&T Bank (c)	Enterprise Architecture Governance Architect/Analyst	98%
2015 – 2017	CBORD	Advisory SW Engineer (Architect/Lead/Scrum Master)	100%
2005 – 2015	1 4 U**	Owner / Manager / Senior Software Consultant	100%
1996 – 2005	RTE	Senior Software Engineer (Technical Project Manager)	40%
1977 – 1996	CSC… ***	Senior Technical Project Manager (Director level)	None
1977	MCWA	Intern/Co-op Software Programmer	None

*Current Open Source projects: OpenAPI Spec (formerly known as the Swagger spec), Postman Docs

**Clients of my previous Consulting Company, 14U, LLC (aka CNS Associates / Computer Egghead)

Years	Client	Description
Hands-on 100% of my time		
2015 – 2015	Cerner (TEKSystems)	Healthcare / Data Integration, SW Development
2014 – 2015	Kodak Alaris (Adecco)	Doc Mgmt / Data / Web, SW Development
2014 – 2014	INetU	Cloud / Data / Security, SW Development
2013 – 2014	EES	Cloud / Data / Security / Mobile / Web, SW Dev
Hands-on and managing global staff 150% of my time		
2006 – 2013	MMM	Healthcare, Software Development
2010 – 2013	Subadra	Scientific / Environment / ERP, SW Development
2008 – 2009	CCH / Wolters Kluwer	Finance / Tax / HR, Requirements & Design
2006 – 2013	Various	UK / US, Anything software-related
Hands-on and managing global staff 100% of my time		
2005 – 2006	Various	UK, Anything software-related

***Worked with the Same People in all of these Companies

Years	Company	Titles
1992 – 1996	CSC Communications	Senior Technical Project Manager (Director level) Software Project Manager Project Manager Software Project Leader
1985 – 1992	Phoenix Telecom	System Analysis Group Leader Software Project Manager
1977 – 1985	Sykes Datatronics	Software Manager Test Manager Supervisor of Computer Operations Intern Programmer

CLAIRE N. STREB – Remote   Two-minute video   clairestreb@hotmail.com
+1-585-755-3793   http://clairenstreb.brinkster.net/technical.html

OBJECTIVE
http://www.linkedin.com/in/clairestreb

Claire is a creative, adaptable, and inspiring Senior Software Professional at an enterprise, company, or team scope. She has worked remotely with limited travel since 1998 overseeing finances and personnel of global teams.

SKILLS – MANAGEMENT AND SOFTWARE ENGINEERING

Proficient in an array of methodologies, programming languages, technologies, and concepts, including:

- SDLC/DevSecOps/RUP/Agile/ISO/FDA
- Mentoring and Training
- Management (Staff, Project, Product, Quality, Risk, Configuration, Change, SW and HW)
- Business, Proposals, Process

- Business and System Analysis, Architecture, Software and UI/UX Design, Data Modeling
- Object-oriented Analysis and Design, Use Cases, User Stories, UML, Functional Application Design
- Scrum Master: JIRA, Rally, Kanban

SKILLS – TECHNICAL

SDLC (Agile, Waterfall, RUP, Iterative, Scrum, Kanban, DevSecOps, JIRA, Rally, TeamCity, ClearQuest) **APIs** (SOAP, SoapUI, Web API, C#, REST, WCF, Postman, Swagger, OAS, DocBook, Sandcastle, Doxygen, Markdown) **Documentation/Technical Writing** (MS Word, Oxygen XML Editor, Dita, Markdown, Madcap Flare, FrameMaker, Adobe, RoboHelp) **Documentation/ Collaboration** (MS Teams, MS Office, Open Office, Sococo, Lync, SharePoint, Confluence, Jabber) **Requirements Management** (RequisitePro, DOORS) **Project Management** (Scrum Master, Agile, RUP, O365 Planner, Rally, TFS, JIRA, Wrike, Rally, Kanban, Basecamp, Planbox) **Product Management** (Aha!, Wrike) **Change Management** (Rational, Remedy) **Configuration Management** (TFS, Perforce, Git, Bitbucket, GitHub, GitLab, Subversion, VSS, SCCS) **Enterprise Architecture** (ServiceNow w/ins-pi, Sparx, MEGA/ HOPEX, Business Architecture, Business Process Analysis, Information Architecture, ITPM, APM) **Enterprise Systems** (CorePoint, Millennium, Mirth, Cloverleaf, Documentum) **QA** (Rational Quality Manager, Rational Functional Tester, Rational Performance Tester, Selenium, WatiN, QuickTest-QTP, NUnit, JUnit) **Data Modeling** (ERWin, TOAD, Rational Rose) **Data Security** (OWASP, OAuth, SAML, SSL, SDL, TSP-Secure, SAFECode, BSIMM, encryption) **Data Analysis** (Qlik Sense, Tableau, Power BI, Excel) **Data Storage** (SQL Server, MySQL, PostgreSQL, SQLAnywhere, Access, SQLite, Oracle, DB2, VSAM, NoSQL, MongoDB, Cassandra), CQL **Data Objects** (ORMs: EF, Hibernate, PLINQO; Micro-ORMS: Dapper, Massive, Peta-POCO) **Data Migration & Integration** (ETL/EDI: SSIS, Informatica) **Data Reporting** (SSRS, DevExpress, Crystal Reports, JReport, Jasper Reports, Telerik/Kendo) **Data Structures** (XML, JSON, CSV, HL7, DICOM, X12) **Data Testing** (LoadUI, JMeter, QuerySurge, Wipro) **Data Transports & Protocols** (TCP/IP, HTTP, HIPAA, SOAP, REST) **CI/CD** (Jenkins, GitLab, MS Build, make, Maven, Gradle, Cruise Control) **Web/Cloud** (AWS, Azure, IIS, Tomcat, WebSphere) **Mobile** (Android, Windows Phone, Blackberry, Palm) **Languages /Tools/ OSs:**), C# (ASP.NET MVC Razor, EF, WCF, WebAPI, WPF MVVM, WinForms, Xamarin, .NET Framework, .NET Core), Visual Basic (VB.NET, VB6, VBA,), JavaScript, jQuery, AJAX, Bootstrap, Node.js, HTML, CSS/Sass, AngularJS, Knockout, ReactJS, TypeScript, C++ (STL, MFC, CLI), C, Java (J2EE, Spring, Spring Boot, PHP, PERL, Python, Shell, DOS, CMD, PowerShell, Ruby, COBOL, REXX, CICS), Classic ASP, ColdFusion, WebSockets, WinSockets, PowerPoint, Word, Visio, Open Office, Windows, UNIX/Linux/Solaris/AIX, z/OS, OS/390, AS/400

ACHIEVEMENTS

- Worked well on my own and when managing a staff of 30 with a $6 million budget
- Moved to the UK (2005) and created a 100% remote, global company on my own (returned to USA in 2013)
- Managed, architected, mentored, led, and contributed to successful software teams on complex tasks
- Played lead role hundreds of times in winning contracts and delivering software to global customers
- Led requirements workshops, wrote specifications and standards, conducted formal reviews
- Highly respected software consultant for custom, COTS, products, databases, web, and mobile
- Automated and manual, web and non-web, black box and white box software testing
- Founded three Communities of Practice to introduce innovative technologies and share knowledge
- Major contributor to Quality System/Software Standards achieving ISO-9001 compliance and CMMI Level 3
- Awarded outstanding Java developer by Xerox (J2EE using Rational Rose design)
- Participated in Open Source projects (HijackThis plus four others)

EDUCATION

B.S. Computer Science and Information Technology (with concentrations in Mathematics, Physics, and Statistics)	Rochester Institute of Technology Rochester, NY USA 1990
Three certifications in Requirements Management with Use Cases, RequisitePro, and OOAD 4.0 (UML). Well versed in RUP, trainer/leader in systems analysis and design.	Rational University Boulder, CO USA 1998, 1998, 1999

VA.gov (Remote, through Persistent Technology)	10/2019 –
Sr Software Developer	*Government, Communication, Collaboration, Cloud, Security*

Enhancing an image viewer and web services. Ad hoc project leader and writer. Detailed analysis on performance improvements. Static code analysis. C#, .NET, SSO, SSL, TLS, IAM, AWS, VBA, VBScript, Java, SQL Server, MSBuild, CMD, PowerShell, DICOM, HL7, SOAP, REST, XML, JSON, Git, Rational Team Concert, Fortify.

LogMeIn (Remote, Part-time, through Randstad)	4/2019 – 3/2020
API Technical Writer (Sr Software Engineer)	*AI, Communication, Collaboration, Cloud*

Redocumenting, writing demo code, and testing a REST API, Web Widget API and SDK, and the Mobile SDK for an artificial intelligent chatbot. HTML, CSS, JavaScript, VBScript, DITA, Git, Bitbucket, Postman, Oxygen XML Editor, Markdown, and JSON. Published: https://developer.bold360.com/help/EN/Bold360API/Bold360API/c_apisdkref_overview.html

M&T Bank (Remote, through GlobalQuest)	9/2017 – 6/2019
Enterprise Architecture Governance Architect/Analyst	*EA Governance, Security, Financial, Cloud*

Worked in the EA Governance team for a highly respected Fortune 500 company. Change agent, thought leader, and communicator for IT management and stakeholders across the organization. Digital Transformation innovator from Business Architecture through IT Architecture and Application Portfolio Management utilizing business intelligence, metamodeling, and metadata integration. Assisted with the continuous improvement of the EA repository, including Software Development Standards and Procedures in DevSecOps for Corporate Technology, and Architecture and Design Patterns. Author of Disaster Recovery Plans working with the Business Continuity group (eGRC Archer). Co-founder of the Software Development Community of Practice for knowledge-sharing of SDLC topics such as CI/CD and the Secure Development Framework working with the Cyber Security team. Participated in the Architecture Peer Group (a forum intent on technologies such as APIs, web services, microservices, and customizing COTS) and the Application Reliability Center of Excellence (a group focused on Quality). Leading global personnel on analytics and data integration. C#, ASP.NET MVC, .NET Framework, .NET Core, Java (J2EE, Spring, Spring Boot), JavaScript, VueJS, VBA, SQL Server, Office 365 Project & Planner, ServiceNow, MEGA HOPEX, Tableau, Git, TFS, SharePoint, MS Teams, SoapUI, Sandcastle.

CBORD (Remote)	10/2015 – 7/2017
Advisory Software Engineer (Lead, Scrum Master, Architect)	*Cloud, Full-stack, Food Production, Healthcare*

Mentored the software team (developers, testers, and tech writers) in best practices in software development including:

- Business Process Re-engineering (change agent, inter-team leader, presentations, and diagrams)
- Enterprise Architecture Patterns and SDLC (inter-team thought leader, agile methodology, Scrum Master)
- Object-oriented Design Patterns and UML (activity flow, state diagrams, class diagrams)
- Programming, automated testing, and Continuous Integration and Deployment (CI/CD)
- Business Intelligence Data Extraction, Loading, Reporting, and Analysis
- API and SDK designing, programming, testing, automatic documenting, and versioning
- Founding member of UX Design System team

Responsible for product (SPA, SaaS, mobile, client/server) architecture, processes, standards, procedures, research and integration of new technologies, feature enhancement, and maintenance. Created, and led presentations and performed complex product design, implementation, and trouble-shooting activities. Web apps, APIs, web services, database, mobile (responsive). C#, ASP.NET MVC, SOAP API, REST API, AWS, JavaScript, JQuery, Bootstrap, Node.js, Ajax, AngularJS, Knockout, TypeScript, Telerik/Kendo, PowerShell, SQL Server, HL7, EHR, Qlik Sense, Confluence, Sococo.

CNS Associates (1 4 U, LLC and Computer Egghead)	8/2005 – 10/2015
Owner/Manager and Senior Software Consultant	*Cloud, Data, Healthcare, Mobile, Tax, Security, HR, Imaging, Environment, Finance, Document Management*

All remote except one

Client	Location	Dates	Responsibilities	Domains
Cerner (through TEKsystems)	US remote	2/2015 – 10/2015	**Sr Software Engineer:** Full SDLC for Siemens MobileMD Health Information Exchange (HIE) for 100s of hospitals, clinics, and practices. (HL7, X12, DICOM, EHR/EMR, PDF, C#, WPF, WinForms, VB.NET, ASP.NET MVC Razor, APIs, Java, web services, CorePoint, SaaS, SPA, CI/CD)	Healthcare, Full-stack

Client	Location	Dates	Responsibilities	Domains
Kodak Alaris (through Adecco)	US on-site	8/2014 – 1/2015	**Sr Software Engineer:** Design, development, testing, and documentation of distributed computing for complex image configuration scenarios on millions of kiosks, tablets, and smart phones. Scrum and Kanban. (ASP.NET MVC, CMS, SaaS, SPA, CI/CD)	Document Mgmt, Imaging, Printing, Data Capture, Web, Full-stack
INetU Managed Hosting	US remote	3/2014 – 7/2014	**Sr Software Engineer:** Analysis, architecture, developing APIs, web services, and websites (C#.NET, WCF, ASP.NET MVC Razor, JavaScript, jQuery, Python, CSS, HTML5, SQL Server, and MySQL. Cloud included AWS, Azure, and vmWare's vCenter, SaaS, SPA, CI/CD)	Cloud, Data, Security, Full-stack
Essintial Enterprise Solutions, Inc.	US remote	10/2013 - 2/2014	**Sr Software Engineer:** Requirements analysis, architecture, project estimation, inventory, software development, and 24x7 I.S. support writing APIs, web services, websites (including responsive), EDIs, (SOAP, TCP/IP, HL7, X12, SoapUI, Postman, REST, WCF), call center tracking workflows, ACD (automatic call distribution), in C#.NET, VB.NET, VB6, Java (J2EE, Spring, Spring Boot), Jasper, PHP, ASP.NET, Python, PERL, Ruby, Windows, Solaris, SQL Server, MySQL, and AcuCOBOL. SaaS/Cloud (Azure). CRM (Salesforce / bespoke).	Cloud, Data, Mobile, Security, Full-stack, Workforce Management, Telecommunications

CNS Associates. All work above was remote (except for five months), no staff (but mentored junior co-workers) ↑

1 4 U, LLC and Computer Egghead. All work below was remote, and all staff were remote subcontractors ↓

Client	Location	Dates	Responsibilities	Domains
Materials Management Microsystems, Inc.	US/UK remote	4/2006 - 10/2013	**Owner/Hands-on Manager/Sr SW Consultant:** Process improvement, Project estimation, Agile, Software Analysis, Requirements Management, Architecture, User Doc, Test Plans, Mentor (SharePoint, Client/Server, web sites, SQL Server, Access, DevExpress, Reports, WPF, WCF, Ruby, SoapUI, ETL/EDI, CI/CD)	Healthcare, Data, Mobile, Full-stack
Subadra Ltd	UK remote	1/2010 - 9/2013	**Owner/Hands-on Manager/Sr SW Consultant:** Architecture and Maintenance (Desktop, VB6 to C#, Interop through COM)	Environment/Scientific ERP, CRM, Full-stack
CCH / Wolters Kluwer	US/UK remote	4/2008 - 12/2009	**Owner/Hands-on Manager/Sr SW Consultant:** Systems Analysis Functional Specifications, UX Design, SharePoint, SaaS, SPA, CI/CD	Tax, Finance, HR, UX, Cloud
Small to mid-size clients	US/UK remote	8/2005 - 4/2008	**Owner/Hands-on Manager/Sr SW Consultant:** General process improvement, software engineering, maintenance, functional specifications (C#, Java, C++, VB.NET, VB6, SQL Server, Oracle, SoapUI, Sandcastle, DocBook, SSRS, Yardi)	Government, Finance, Property Management, Healthcare/Pharmacy, Websites, Databases, Full-stack, etc.

Some Details Regarding My Consulting Work

CNS Assoc/ 1 4 U /Computer Egghead
100% Remote (US and UK)
Owner/Manager/Sr SW Consultant

8/2005 – 10/2015
Healthcare, Government, Telecom, UX, HR, Data, Security, Imaging, Tax, Environment, Mobile, Cloud, Finance, Document Mgmt, Property Mgmt

Provided senior software engineering and business/systems analysis services to huge corporations (such as Xerox, CCH, and Wolters Kluwer) as well as mid-size and small companies. Included process improvement, thought leadership, change management, product design, data modeling, programming, unit and integration tests, and validation plans (FDA/ISO compliance).

- Led development of cutting-edge technologies:
  - Integration to external systems such as Healthcare, Pharmacy, Finance, and CRM
  - Customized reporting (SSRS, Crystal Reports, DevExpress, Yardi, VB6)
  - Java: Multiple applications and interfaces (J2EE, Android, APIs, SDKs, web services, and UI design).
  - C#: Architecture and .NET interop interfacing to legacy VB6 and PowerBuilder applications thru COM.
  - NoSQL: Setup, training, and comparison of CRUD databases (Redis, MarkLogic, Raven, MongoDB, Cassandra).
- Wrote Requirements and Process documents and UI designs for the VA, Tax, Payroll, Benefits, and ERPs.
- Set up Enterprise Architecture standards, process, and repository (Sparx).
- Spun up Quality Assurance teams (QA Management, Rational Quality Manager, Rational Functional Tester, Rational Performance Tester, Selenium, WatiN, QuickTest-QTP, NUnit, JUnit)
- Consulted on Product Management, especially for product lines, feature sets, and creative licensing
- Created an extensive array of data models for collection of laboratory results, file scanning, web-scraping, and data mining of that data and metadata.
- Wrote a decision support system in VB that collected data through a survey and later applied data mining with comprehensive and analytical presentation using graphs/charts.
- Intensive problem solving, and algorithms (2D/3D imaging and facial recognition), development, mentoring, requirements workshops, business analysis, systems analysis, design and architecture audits, data modeling, reporting, data analysis, web analytics, websites, SEO, desktop apps, databases, technical consulting, ERPs, CRMs, Research, Analysis, Design, Project Management, Troubleshooting, Support, Testing, and Customer Service, Project Management (waterfall, RUP, agile, Scrum, Kanban). (C#, Java, VB.NET, Excel, Access, SQL Server, .NET, C++, VB6, MySQL, Oracle, PowerBuilder, Toad, Crystal Reports, Informatica PowerCenter, CI/CD)

Materials Management Microsystems	W2: 1/2008 – 10/2013
100% Remote (US and UK)	Contract: 4/2006 - 12/2007
Senior Applications Developer (Analyst, Architect, Tester, Mentor)	*Healthcare, Database, Mobile*

Furnished hospitals and clinics with a software product that tracks surgical instruments and medical equipment and monitors sterilization. Worked as the only vendor interfacing with 3M's biological monitoring system. Partnered with Aesculap for its instrument identification system.

- Responsible for defining customer requirements, standards and procedures, providing development estimates, architecture and detailed designs, implementation (database schema, UI, and business logic), test plans, automated tests, and mentoring.
- Proposed and instituted the Data Integrity and Continuous Integration program with application/web analytics and automated testing. Includes tool for stress testing database for performance.
- Improved and documented the company's software development processes, including agile and Kanban.
- Re-architected the company's Access application:
  - Rewrote for n-layer, n-tier, client/server in C#.NET (EF, WCF, WPF MVVM, ASP.NET MVC with Razor, XML, JSON, Python, T4 templates, WinForms MVP, DevExpress, SQL Server, SQL CE, Dolphin handheld, PocketPC, with framework for Android, iPhone, and Windows Phone, CI/CD).
  - Sole software engineer and data analyst working on a biomedical informatics reporting module that included research into data anomalies/patterns.
  - Introduced heightened cyber security measures into the architecture: 1) Authentication (both user and machine) are encrypted; 2) Authorization is granted through security groups mapped to operations; and 3) Document storage and retrieval is encrypted and accessible through authorization.
  - Provided user experience analysis, concepts, and UI mockups and wireframes for a new look and feel for desktop, web, and mobile clients.
- Re-architected the old Access 2.0 application to Access 2007 linked to a SQL Server backend. Extensive UI overhaul and localization to Spanish. Introduced formal system testing, automated unit testing, and online user documentation. Wrote ETL/EDI HL7 and X12 interfaces (surgical scheduling and other HIS).

RTE   12/1996 – 8/2005

40% Remote (US)   *Healthcare, Mobile, Government, Scientific, Telecom, Utility, Legal,*

Sr. Software Engr/Tech Project Mgr   *Manufacturing, Education, Imaging, Automotive, Finance, Aerospace*

Supplied software engineering and technical project management consulting services to a vast array of companies and industries, as small as single-owner, and for larger companies (Xerox, General Motors, Bausch and Lomb, Johnson and Johnson, Kodak, Frontier).

- Key technical lead and company's "go to" and idea person (liaison between customer, business, IT, and IS)
- "Out of the box" thought leadership that crafted win-win projects delighting clients and management
- Project manager of many projects, fixed price as well as time and materials, staff: 1 to 10. Agile, RUP.
- Consulted for businesses regarding their analysis, architecture, coding, and processes. Comfortable presenting in the boardroom as well as rolling up my sleeves with front-line staff. Authored and presented numerous white papers, proposals, specifications, project plans, test plans (with procedures and cases), and user guides.
- Risk assessment, business strategy, feasibility studies (including gap and impact analysis), project and change management, business analysis, requirements gathering, design, programming, writing, testing, installing, training, and support.
- Introduced new technology (such as secure APIs and web services using SOAP+WS-security and MSMQ), planned / estimated / tracked projects.
- Instrumental in company's ISO-certified Quality System (standards and procedures and process improvement initiatives).
- Founded the Core Competencies group and trained company in .NET and C#.
- Worked extensively on:
  - Forward and reverse engineering processes and software. Analyzed business processes, quality procedures, source code and databases, created scripts for implementing Data Modeling changes, published Data Models and ERWIN reports, and co-coordinated with DBAs. Scores of migration projects including C to C#, C++ to C#, VB6 to C#, Delphi to C#, and ASP to ASP.NET.
  - Analysis of source code and disassembly of DLLs and EXEs for forensic investigations (including reports for court cases).
  - Manufacturing: Contact lens, hard disk, gears, scientific instruments, airplanes, medical equipment
  - Government: Rocket science (really!), transportation, undersea and overland military (embedded)
  - Infrastructure and frameworks, such as queuing system for ACD (automatic call distribution) and a TCP/IP network stack exerciser.
  - Log file analysis for website and application usage / ROI statistics (IIS tracking, AWStats, Excel)
  - Healthcare: ETL/EDI Interfacing (EMR/EHR/PMS/QNXT), medical devices, LIS (HIPAA, HL7, X12, DICOM, ICD-10, XML), RIS/PACS, automated radiotherapy (PIPER), and testing optic libraries (2D/3D, GDI+, OpenGL/DirectX).
  - PDF Conversions, such as ATA-100 Postscript to PDF (2D/3D) and Payer/Payee XML to PDF
  - Desktop, web, mobile, APIs, SDKs, embedded, PLC, telecom, networks, printers
  - Automated software standards and validation (C++, Java, Rules engine, ISO)
  - GUIs, web apps, mobile, APIs and SDKs, automated testing, databases, reporting packages, embedded programming, frameworks, libraries, data conversions, document management systems (such as Documentum), consultative studies, configuration management. vendor relationships, and mentoring sessions. (Java, C#, C++, VB6, FoxPro, Oracle, SQL Server, Access, HTML, ASP, VBScript, JavaScript, CI/CD)

CSC Communications Industry Services (NY, Formerly Phoenix Telecom)   6/1992 – 11/1996

Senior Technical Project Manager (Director level)   *Telecommunications, Government, Mobile*

Inspired team to produce quality products for noteworthy clients (such as AT&T and Deutsche Telecom) and provided top-notch software consulting services

Highlights:

- **Senior Manager** for the Rochester, NY office (Director level, manager of managers)
- Responsible for all landline and wireless technician access projects and personnel
- Managed relationships with customers (in USA, Germany, Italy, and Spain), budgeting, proposals, schedules, development, delivery, and support
- Introduced new funding and methodologies into the development environment, improved communications and efficiencies, and trained staff (ask me about "RoboManager")
- Main liaison between Sales, Marketing, and Software Development. Product Management.
- Staff: approximately 30 people in management, operations, development, technical writing, and support
- Budget: $6 million
- Previous positions were **Software Project Manager** (hands-on product lead), **Project Manager** (hands-off budgeting, scheduling, and tracking a 60-person team), and **Software Project Leader** (hands-on lead, C++, Access 4GL, Unify, MS Project, CI/CD)

Phoenix Telecom (NY, Formerly Sykes Datatronics)	10/1985 – 5/1992
Systems Analyst Group Leader	*Telecommunications*

35 of us formed this private startup that produced quality products for national telephone companies

Highlights:

- **Systems Analysis Group Leader** initiated a group of three systems analysts who conducted requirements engineering, joint analysis and design workshops, assisted Marketing and Sales with customer visits and proposals, and constructed specifications, data models, user and external system interface designs, prototypes, and demo packages
- Previous position was **Software Project Manager** (hands-on product lead, C++, SQL, CI/CD)

Sykes Datatronics (NY)	8/1977 – 9/1985
Software Manager	*Telecommunications, Hotel, Embedded*

Generated turnkey products for national telephone companies and hotel chains

Highlights:

- **Software Manager:** Led a team of eight software engineers in software maintenance and feature enhancements for telephone switch reporting
- Previous positions were: **Test Manager** (system test, software configuration control, and software QA), **Supervisor of Operations** (led a 24-hour team of three operators and one hardware technician), and **Intern Programmer** (Basic, C, and Assembler) and **Technical Writer**. Ask me about "FIDO, the watchdog"

Monroe County Water Authority (NY)	4/1977 – 6/1977
Intern / Co-op Programmer	*Government, Utility, Finance*

Converted billing programs for the main provider of water in Monroe County, NY (Fortran, COBOL)