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Professional Objective

Seeking a position with an innovative, quality-oriented, standards-aware firm where I can help our team create and exploit opportunities and achieve ever-more-ambitious business and technical goals, using my deep and wide experience as a developer, writer, team lead, quality manager or development manager.

Skills Summary

Roles: Software development, Web development, Team leadership, Project management, Quality engineering (ISO 9000, SEI CMMI), Process improvement, Documentation authoring and editing.

Operating Systems: Linux, Microsoft Windows (all versions), Apple Macintosh OS, Unix/BSD, various embedded systems.

Development Languages: XML, XHTML, PHP, JavaScript, C++, C#, C, Delphi, Python.

Employment History

Principal Technical Consultant

Seven Sigma Software and Services, Singapore

November 2006-Present

Provided consulting services to Singaporean and East Asian companies including business process re-engineering, IT migration and risk mitigation, Web development and bespoke software development.

Consulted to various small and midsize businesses throughout Asia on software and Web development best practices and techniques to improve development productivity and effectiveness.

Currently working on a book covering standards-driven, effective Web development leveraging free and open-source tools.

Principal Technical Consultant

Open Strategies Sdn Bhd, Kuala Lumpur, Malaysia

April 2004-November 2006

Partner in newly formed company providing business process re-engineering and IT migration and mitigation services to small and mid-size businesses in peninsular Malaysia. Dealt closely with technical and non-technical, senior client personnel. Led upgrades of front- and back-office operations from Microsoft platform and proprietary tools to other, lower risk systems. Led formal and informal user training efforts.

Provided technical consulting and development services to a business-integration project for Malaysia's largest telecommunication company. Project involved integrating a locally-developed order-management system with a telecommunications industry-standard billing system.

Consulted to various small and midsize businesses throughout Asia on software and Web development best practices and techniques to improve development productivity and effectiveness.

Principal Technical Consultant

Cilix Corporation Sdn Bhd, Kuala Lumpur, Malaysia

May 2005-December 2005

Provided internal technology consulting services, focusing on software and Web standards, development processes and techniques. Evangelised, demonstrated and led adoption of collaborative tools including wikis, weblogs and discussion-forum Web applications. Co-implemented transition to company-wide standardisation of software configuration management tools. Audited development process and tools used by ongoing commercial development project, making numerous recommendations for changes to more fully comply with open standards, expanding potential long-term customer base. Authored several research white papers on a variety of internal technical and IT-related business topics.

Manager of Software Development

International IT Services (Vietnam), Ltd., Ho Chi Minh City (Saigon), Vietnam

June 2003-August 2003

Responsible for line management and technical leadership of multiple software-development teams in a multinational offshore-development outsourcing provider. Responsible for process development and improvement; revision, editing and approval of technical and other project documentation; mentoring of team members; coordination with senior executive staff both in the US and Vietnam; and monitoring, producing and reviewing project-related documents for IITS' American clients. Designed, developed and began implementation of Business Standard English and technical-communication skills improvement program.

Principal/Technical Consultant

Seven Sigma Software and Services

November 1986-March 2003

Provided consulting and development services to companies and government organizations in the Washington, DC area, the San Francisco Bay Area (Silicon Valley), the Seattle, Washington area (including Redmond), and the Southern California (Los Angeles/Bakersfield) areas, as well as various Asian clients.

Developed intranet and Internet Web sites and supporting documentation and processes for various international clients; for example, a Singaporean advertising firm with a complex, multilingual classified-ad system à la craigslist.org.

Participated in or initiated several open source, multiplatform, software projects. These ranged from submitting kernel patches to the Linux 2.5 kernel series to developing and/or maintaining several applications published under various open source licenses.

Consulted to companies developing commercial and/or internal software applications using object-oriented development techniques. Projects involved Linux, BSD, all Microsoft platforms, and various embedded operating systems.

Projects:

- Leading the system-software development and integration effort for a Japanese Internet-security appliance pioneer
- Leading core network development for a streaming-media infrastructure provider
- Enabling COM and DCOM integration of their control/monitoring software running under Windows, for a leading telephone-switch software firm
- Providing cross-platform application development for Compaq's RoadRunner (Internet access over TV cable) division
- Three projects at Microsoft, including an early banking-by-PC system
- A major cross-platform development project for the California-based leader in online instruction delivery and classroom support
- A pioneering "unified messenger" system (voice/pager/email/fax) with a California startup
- Mentoring the software-development and -quality processes at a startup developing early Webcams
- Developing internal tools and providing development-process consulting for a well-known perimeter-security firm
- Developing PBX configuration and control software for a multinational telecommunications-hardware firm
- Consulting to a leading software development-tools firm, involved in compiler testing and debugging as well as development-process improvement
- Developing a Microsoft Windows-based non-linear video editing system for the leading Japanese consumer- and professional-electronics firm
- Developing an early "electronic whiteboard" supporting video teleconferencing and application sharing for a Xerox spinoff company
- Projects at two different leading database-software firms, developing multiplatform, multilingual utility software.
- A project with a firm developing weather-station monitoring and control software, where I worked on both the embedded/remote and control/local systems
- Worked on a mutual-funds management system and provided process-improvement consulting services for a multinational financial-services firm
- A (then-) revolutionary distributed project-management software system for a (US) defense contractor
- Performing core development for a firm under contract to IBM to develop a cross-platform (OS/2, Windows, AS/400) commercial imaging product
- Core development for a truly pioneering networked PC-based document-management system used to support a domestic abuse/crisis intervention agency
- Core development and on-site installation and support for a (US) defense contractor developing and deploying a baseline cost accounting system
- Development of a very early document-image management and retrieval system for safety information, for the US national passenger-rail service (Amtrak)
- Developed software to support, manage and implement a secure teleconferencing facility in the Pentagon

Senior Software Engineer

Best Software, Inc., Herndon, VA

January 1992-March 1993

Senior member of internal technology group. Helped develop and implement corporate OO analysis, design and development standards.

Developed core software framework used by Best for development of several commercial and internal client-server software packages.

Provided internal consulting and mentoring services for Windows development, object-oriented software development, client-server database evaluation and specialized skills and languages.

Microcomputer Programmer

Mead Data Central, Inc., Dayton, Ohio

June 1983-October 1986

Complete life-cycle development of telecommunications software packages for various systems to interface with Mead Data Central's information services [Lexis and Nexis](#)

Other projects included programmer utilities and custom versions of the interface software to run under Microsoft Windows 1.0 and other systems. Windows version required development of custom serial-port driver.

Developed and deployed system on over 30 hardware and software platforms in three years as a member of a team averaging three people.

Education

- **AS in Data Processing**
Sacramento City College, Sacramento, CA

Professional Memberships

- [Association for Computing Machinery](#)
- [Institute of Electrical and Electronics Engineers](#)
- [American Society for Quality](#)

Professional Interests

- Open standards and interoperability
- Improving software development practices – tools and processes
- Network and Internet security
- Long-term data access and preservation

Miscellany

This résumé is available electronically in a variety of formats: an XHTML [Web page](#); an [OASIS OpenDocument Format](#) file; an [Adobe PDF](#) file; as [ASCII text](#); and in [Microsoft Word\(2003\)](#) proprietary format. These are all produced (with minor cleanup) from an XML [source file](#) conforming to the format defined by the [XMLRésumé Library](#) project.