

## Experience Summary

Strategic planner and tactical manager with 20+ years of proven multi-disciplinary, global project management, software product development, and marketing experience. Knowledgeable and experienced in all aspects of Telecommunications. Successfully delivered several software projects encompassing end-to-end ownership from requirements, architecture, design, and delivery, spanning core systems and applications with high SEI levels of quality assurance. Managed several geographically distributed, remote software development teams. Negotiated contracts and agreements with international customers to mutual satisfaction.

**Bottom line:** An independent problem solver - excelling at planning, implementation and analysis. Strengths include a passion for customer delight and satisfaction, turning floundering software projects into successes, rapid deployment of developing new technology and managing remote, geographically dispersed teams. Strong communication skills and attention to detail. A resource for ideas and information, recognized repeatedly for exceeding client expectations.

## Professional Experience

**University of South Florida: 12/2004 to current**  
**Faculty, IT Department**

### Teaching:

- Teach a range of IT courses at the undergraduate level including advising and guiding students on capstone Senior Projects/Internships
- Conduct Internet Security workshops for Seniors and families in the region.
- Develop and conduct IT training classes for high school teachers in Tanzania as part of an Outreach program.

### Program Development:

- Defined, developed and have implemented an enhanced Applied Informatics program to meet a range of current and emerging market needs. This program is being offered from fall, 2011. Students graduate with a baccalaureate degree in a specific concentration versus a generic IT degree. Concentrations include, Information Security, Web Development and Design, Enterprise Application Development (including mobile apps), Systems Administration, and Technology Management.
- Continue to expand the Applied Informatics program – currently, two more concentrations (Project Management and Databases) are going thru the approval process.
- Certificates of Specialization continue to be defined along with each area of concentration. These certificates are especially attractive to returning students who are looking to upgrade their skills.
- Collaborate across disciplines and define Minors for relevant concentrations in support of their required technology needs and know-how.
- Continue expanding and enhancing the secure, sandboxed technology lab to support several of the Applied Informatics courses and other disciplines.
- Formed partnerships with a regional community college, private college, and school districts - aligning programs to provide a visible seamless end-to-end career path to high school students.

- Continue to expand partnerships with local industries and businesses to help redefine the Applied Informatics program and align it more strongly with market needs and emerging technologies.

**Manatee Community College: 8/2003 to 12/2004**

**Adjunct Faculty, Physics and Computer Technology departments**

- Taught several IT and Physics courses.

**Motorola: 1/1996 to 2/2003**

**Director, New Business Development for Global Software Group (GSG): 1/2001 – 2/2003**

- Multifaceted management role of Product, Program, Account, and Strategic Business Development
- Defined strategic direction for GSG in support of Motorola Inc.'s new initiatives in the Systems Integration arena
- Defined strategic direction for new GSG center in Atlanta, including funding and budget
- Defined a global market for GSG's Customer Service Center via direct customer interactions. Enhanced product functionality to meet evolving market demands. Negotiated partnerships and contracts with external parties to test bundled solution via pilots with wireless operators and banks.
- Brought languishing Motorola Smart Card IP to market via partnerships with leading US Systems Integrator and US-based smart card chip supplier. Managed relationships with both parties as well as multiple organizations within Motorola.

**Director, Key Accounts: 5/1999 – 12/2000**

- Defined strategic approach for GSG Account Management to service all Motorola sectors and GSG software centers worldwide. Strategy included uniform policies, pricing structure, customer satisfaction enhancing processes, and skill-based centers of excellence in keeping with a high SEI level.
- Achieved good growth during this period (more than double). Correspondingly, hired and mentored a strong team of Account Managers. Made significant inroads into Motorola organizations reluctant to work with remote development teams. Contributed directly to the success of new software centers in Russia and Poland.
- Was recognized for providing outstanding leadership towards growth of GSG business and impact on Motorola's bottom-line.

**GSG Account Manager: 1/1998 – 4/1999**

- Managed several projects simultaneously, with special focus on inherited customer dissatisfiers. Created cross-functional teams to turn these around to successes while containing costs.
- Interfaced with all Motorola sectors to understand their critical technologies and software needs.
- Worked closely with GSG software centers (all in Asia-PAC during this period), understanding their areas of expertise and excellence.

**Project/Program Manager: 4/1997 – 12/1997**

- Was relocated to Florida as Project/Program Manager for Wholesale IN (wIN) Services – a joint venture with GTE Wireless
- Worked with GTE, several vendors, and downstream customers on getting the Tampa Hub customer-ready for all services by year end.

- Identified commercially viable services and recommended withdrawal of non-viable services.

#### **Senior Development Manager: 1/1996 – 4/1997**

- Built a center of excellence in Singapore for Agent development for major applications under Motorola's Universal Network Operations (UNO). Compressed delivery schedule by taking advantage of differing time zones of various teams (UNO team in Israel, Vertel in Ireland, Tandem and architecture and platform teams in US).
- Negotiated detailed support agreements with Vertel and Tandem.
- Extended responsibilities to UNO Project Management and enhancing UNO functionality – built development team in China. UNO Project Management involved end-to-end ownership of the product, from requirements definition and development to installation and support.

#### **AT&T Bell Laboratories: 12/1982 to 1/1996**

##### **Technical Manager - Switched Digital Video Development: 5/1994 - 1/1996**

- Recruited a top-notch team to define Switched Digital Video (SDV) System and Software Architectures
- Interacted extensively with customers to understand requirements, evolution plans, and needed support services.
- Led a team to identify considerable software commonalty across Hybrid Fiber Coax (HFC) Broadband Services and SDV to reduce development costs and schedule. Built a high-powered software development team to define end-to-end software development plans for SDV, and embarked on its execution.

##### **Technical Manager - 5ESS Switch Recent Change: 4/1987 to 4/1994**

##### **Feature Manager - Automated Static Data Audit feature: 4/1992 – 4/1994**

- Broke new ground in technology transfer by leading a team (60 developers across ten different organizations) to bring to market new technology as AT&T's Research Organization was developing it.
- Met challenge via creation of an innovative architecture and design requiring disciplined scheduling, fault reduction goals, and post-deployment plans including customer education and training.
- Pivotal to this was selling plans to upper management, peers, and customers, while keeping the development team enthused.
- Effort led to process definition for rapid deployment of new technology.

##### **Capability Manager: 4/1987 – 4/1992**

- Delivered numerous features in 5E4, 5E5, 5E6, 5E7, 5E8, and 5E9 Releases by directly leading a ~15 person team which extended to 50+ cross-organization teams from time to time.
- Major feature capabilities delivered included 5ESS-2000, Integrated Digital Control Unit to facilitate ISDN penetration to remote locations, Local Area Signaling Services based feature set, Multipoint Digital Subscriber Loop, Business Residential Customer Services Feature Grouping Feature, and a host of cost-reductions and fast feature developments in Growth and Conversion areas.
- Effort involved the entire development gamut, from requirements, architecture, design, coding/testing/integration, to delivering quality products to customers on aggressive schedules.

- Made significant contributions to Current Engineering, quality assurance, and test automation processes.

**Member of Technical Staff, AT&T Bell Labs: 12/1982 to 4/1987**

- Complete project management for 5E4(2) release of the 5ESS Switch – managed the project across organizational boundaries involving a 2000 engineer team. Significance of release – first ISDN FOA (for McDonalds).
- Earlier work at Bell Labs included documenting the 5ESS Switch system description, early investigations in areas of synchronous DS3 (later evolved to SONET) and Software Optioning.

**Northern Illinois University: 5/1980 to 12/1982**

**Assistant Professor in Computer Science**

- Taught Computer Science curriculum at graduate and undergraduate levels
- GTE (summer of 1982) - Automated conversion of an IMS data dictionary from LEXICON to UCCTEN format.

**Washington State University: 6/1979 to 4/1980**

**Research Associate in Computer Science**

**Research project** - Automate task recognition in sequential programs suitable for parallel processing. This was part of a study on the parallelism within flight simulation problems for DENELCOR INC. Denver.

**Administrative Staff College of India: 9/1976 to 5/1979**

**Consultant**

- Analysis, design and implementation of several software projects such as Health Information Systems, Network Analysis and Project Management Packages, Tax Information Systems, Land Assessment System...
- Project Leader for a turnkey Preventive Maintenance Scheduling System for Indian Petrochemicals Corporation.

**India Institute of Technology, Delhi, India -1967 to 1975**

**PhD Program**

- Awarded PhD in Theoretical Plasma Physics – 1973
- Post-PhD Program: Developed computerized techniques for studying wave propagation in a multilayered piezoelectric medium for construction of delay lines in Radar Systems.

**Publications:**

1. Mixing of two microwaves from and emission of low frequency waves in a plasma slab. J.Phys. A: GEN PHY: 1970, 3 547-558
2. Harmonic generation due to nonlinear mixing of two strong microwaves in a magneto plasma J. Phys. A: GEN PHY: 1971, 4 535-545.
3. Role of strong electric fields in the generation of harmonics. J. Phys. A: MATH, NUCL, GEN: 1973, 6 1429-1438
4. Electron distribution and nonlinear wave propagation in weakly ionized plasmas with inelastic collisions Int. J. Electronics: 1973, 35 825-832
5. Transport phenomena in a partially ionized Lorentzian magneto plasma Ann. Phys. (N.Y.):1973, 80 42-59
6. Automatic Self-Verification of Switch Data With PRL5 ISS '96