

ROBERT SMITH

System Architect II

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Built first startup from dorm room (The Gamer Studio). Constant communicator (Life as Usual Blog - 1000+ Posts). Builds from failure (Worked as professional writer, mainframe architect, engineer, developer) Cares about community (Chairman of Board, RHP - scaling non profit).

JUNE 2010 - JANUARY 2016

SYSTEM ARCHITECT II - ABC CORPORATION

- Post-trade financial services company providing clearing and settlement services (1.6 quadrillion per year) and international financial markets.
- Led direction of five software products on mission critical infrastructure team that handled research, implementation, support for system that had total of 30 mins of downtime for my entire tenure (including Hurricane Sandy) Research Developed road map (6 - 12 months) for the product from development to production by setting goals aligned with group mission.
- Gathered requirements for product development through research from vendors and users (both qualitative and quantitative research).
- Built MVP on sandbox systems for internal testing.
- Implementation Researched and understand priority around >100 products create install plan after gathering buy-in from groups management Specified estimates delivered an implementation plan management that executed.
- Implemented from sandbox to following milestones from development -> Q/A -> Production as lead engineer.
- Support Organized, wrote managed documentation (>75) for internal users (>300) Provided 24/7 customer support with an expectation to turn around problems in under an hour.

2008 - 2010

SYSTEM ARCHITECT II - DELTA CORPORATION

- Provided first class managed services and dedicated support for 300+ local Madison businesses Organized and planned projects, including sales .
- Software Company focused on accounting system designed to meet the requirements of banks and financial institutions System Architect Part of the team .
- Worked primarily using Powerbuilder for criteria and parameter driven inquiry programs/reports being an integral part of the software.
- Worked as part of the documentation team that compiled and developed functional specifications, user manuals and HELP modules for the software.
- Led n-tier architecture of the Provisioning system of new intranet system.
- Achieved JAVA-based proof of concept to support use cases and functional

requirements.

- Provided users with user interfaces for accessing specific subscriber information from the wireless communications switch.

EDUCATION

Certificate in Software Product Management Certification - August 2016(Product School - New York, NY)

SKILLS

Product Management, CSS, HTML 5, Process Improvement, PHP, Javascript, Customer Service, Email Marketing, Social Media Marketing, Written Communication.