RESUME

Louis E. Wood   Cell Phone: 334.538.0820
3166 Malone Drive   E-mail: Louis@iWoodCode.com
Montgomery, Alabama 36106   Personal Website: www.iWoodCode.com

CAREER SUMMARY

With 17 years experience in computing and telecommunications technology I have held positions ranging from technical support to Network Support Manager for a major regional bank. I have recent experience with PHP and JavaScript utilizing HTML5 and CSS3, as well as a number of libraries such as jQuery, jQuery UI, DataTables, Bootstrap, moment.js, etc. and make extensive use of AJAX and MySQL. I am flexible, versatile and dependable in a role where a great deal of independence is required and I am seeking an entry to mid-level web application developer position.

WORK EXPERIENCE

December 2014 to Present   *Wooden Apps, LLC*   *Web Application Developer/Owner*
Formed Wooden Apps, LLC (www.WoodenApps.com). Develop web applications with PHP and JavaScript utilizing HTML5 and CSS3, as well as a number of libraries such as jQuery, jQuery UI, DataTables, Bootstrap, moment.js, etc. Most significant application developed to date is Day Trade Analytics, an application for day traders. Extensive use is made of AJAX and MySQL.

December 2009 to December 2014   *Time Domain Asset Management*   *Proprietary Trader, Equities & Forex*
Day traded company accounts for iFundTraders, LLC, a proprietary trading firm.

June 2010 to September 2010   *Waternomics, Inc.*   *Water Conservation Surveyor*
Short term contract. Made site visits to 1,016 locations in 16 northeastern states as part of a corporate water conservation project. Performed an audit of water conservation practices and installed water conservation equipment.

March 2008 to August 2009   *Colonial Bank*   *Network Support Manager*
Managed a team of up to 9 technical support engineers responsible for more than 1,000 servers. Also provided third-level support for more than 6,500 laptop and desktop PCs across the enterprise in 5 states. Interviewed and hired for 5 of these positions. Position was eliminated as part of a corporate reorganization and reduction in force.

Under my leadership the team achieved the following major accomplishments:

- Executed a server consolidation project resulting in annual savings of $2.4 million.

- Implemented VMware virtual infrastructure and virtualized more than 400 physical servers to VMware 3.5 with SRM (VMware Site Recovery Manager) to provide server recovery at our out-of-state DR site.

- Provided 24 X 7 support for all of the company's distributed systems servers and applications.

- Played a major role in the formulation and implementation of a management reporting system to report on project status and track, report, and perform trend analysis on MOM alert histories and trouble ticket metrics (ticket aging, closure rates, etc.). Reduced the typical number of open tickets from nearly 200 to less than 20.

- Formulated a "VMs on Demand" program in which infrequently used test and development virtual machines are shut down and made available to users as needed in order to maximize efficient resource utilization in the VM infrastructure.

- Remediated issues identified by Network Security Assessment and Internal Penetration Assessment audits.

- Consolidated software images for multiple models of desktop and laptop PCs into a single self-modifying image.

- Formulated an enterprise patch deployment procedure and policy to formalize and coordinate the deployment of monthly security patches and updates. Achieved a 5 day turnaround from testing to deployment to 1,000+ servers and 6,500+ PCs.

1997 to 2008   *Regions Financial Corp.*   *Computer Telephony Integration Engineer/Supervisor*
Responsible for installation, configuration, maintenance, and operation of computer telephony equipment in sites from Belleville Illinois to Miami Florida. Team of four supported more than 150 servers, multiple PBXs and related equipment. Selected equipment required for new and upgrade installations, assisted with project budget generation, placed equipment orders and oversaw receipt of equipment. Reviewed Statements of Work and Detail Design Specifications for technical requirement conformance.

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- Hired in 1997 as Regions' first Computer Telephony Integration (CTI) engineer. Trained subsequent technician recruits.

- Was lead technician and first line technical supervisor in the building of Regions' second call center in Gainesville, Georgia, the "smoothest ever" call center launch according to our vendor, BellSouth.

- Was a key participant in the design, planning, and implementation of new call centers in Memphis Tennessee, Birmingham Alabama, and Pensacola Florida and smaller installations in other locations.

- Served as Computer Telephony and Tandem Technical Support Supervisor from 2000 to 2002, achieving 100% uptime (24x7x365) for the mid-range Tandem computer that was the backend to 1,800 ATMs.

- Recommended and implemented a fax server solution resulting in annual cost savings exceeding $100,000.

- Co-authored the Year 2000 test plan for the call centers, performed or supervised all upgrades required for compliance, and authored a report documenting compliance of all components.

- Participated in the development of disaster recovery plans for the call centers and for the Tandem including successful completions of simulations at SunGard in Philadelphia.

- Provided technical support for 150+ PCs, associated printers and local area network for several years in addition to my normal duties.

- Served as Web Master for the Telecommunications Department and created a web site to facilitate the sharing of departmental information.

- Wrote and maintained the "Regions Customer Service Center Technical Reference" documenting technical details and operating procedures in the customer service centers.

- Assisted in the formulation of tough but attainable Quality Council performance guidelines for the Tandem / Telecommunications Department.

- Member of the Career Path Committee, an Information Systems Division quality improvement project.

1992 to 1997   *Welch Hornsby & Welch, Inc.*   *Vice Pres. of Information Technology*
                                                           Chief Compliance Officer

Charged with bringing technology to the office place to increase efficiency and automate routine processes. Developed custom applications and utilities in Visual Basic and HTML. Performed spreadsheet analysis and created specialized Excel and PowerPoint presentations to convey complex financial information to clients and staff. Also served as Chief Compliance Officer, responsible for ensuring compliance with federal reporting requirements applicable to investment advisory firms.

- Developed an application to programmatically extract data from a third-party client/portfolio management application that offered no API for doing so in order to automate the generation of customized client reports.

- Automated office processes to streamline formerly labor intensive and error prone activities.

- Developed an intranet utilizing Microsoft Internet Information Server and Index Server to facilitate centralized storage and retrieval of company documents and served as Web Master.

- Installed and configured an ISDN router, Microsoft Proxy Server, etc. to provide secure Internet connectivity to all users on the LAN.

1989 to 1992   *A. G. Edwards & Sons, Inc.*   *Investment Broker*

Worked with small business owners and individuals to develop investment strategies tailored to their individual needs. Established small business retirement plans and assisted in officer/employee enrollment. Developed and presented educational investment seminars to the public. Relied on excellent oral and written communication skills.

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1987 to 2003   *TechStar*   *Owner*
Founded and managed TechStar. Sold personal computers and related products mostly via competitive bid to state and local governmental agencies. Analyzed the needs of small businesses, made recommendations, configured and installed Novell, LANtastic and Windows networks and generally carried on the business of a computer reseller and consultant.

1979 to 1989   *Blount, Inc., Montgomery*   *Aircraft Pilot*
                                            Thunderbird Airways, Houston   *Aircraft Pilot*
                                            Mobile Air Center, Mobile   *Aircraft Pilot*
Beginning while a student at the University of South Alabama, worked in the aviation industry starting as a lineman and flight instructor and progressed to a position as First Officer in charter and corporate flight operations on corporate jet aircraft.

COLLEGE DEGREES

M.B.A., Information Systems   *Auburn University at Montgomery*
Graduated with a 3.63 G.P.A. Information Technology related course work included Data Communications, Software Design Management, Change Control Management, Structured Design, Database Management, and an independent study in "Problems in Object Oriented Programming".

Bachelor's Degree, Finance   *University of South Alabama*
Made the President's List and the Dean's List several times and was one of fourteen students at the school to be inducted into the Financial Management Association's National Honor Society. Worked throughout college to earn all expenses.

WEB APPLICATION RELATED TRAINING

2015 – 2016 Completed the following self-paced courses on Lynda.com:
- HTML Essential Training
- CSS Fundamentals
- MVC Frameworks for Building PHP Web Applications
- JavaScript Essential Training
- Up and Running with Bootstrap 3
- jQuery Essential Training
- PHP with MySQL Essential Training
- JavaScript and JSON
- JavaScript and AJAX
- jQuery Data with AJAX
- Learning jQuery UI
- jQuery UI Widgets
- Making Sense of the CSS Box Model
- Learning Responsive Web Design in the Browser
- Creating A Responsive Web Design
- CSS Visual Optimization

OTHER TRAINING AND CERTIFICATIONS

2006 Genesys Outbound Troubleshooting Workshop   *Genesys Telecommunication Laboratories, Daly City, CA*
Genesys Outbound Campaign Management
Genesys Framework & Routing Troubleshooting
Genesys Routing & Reporting Installation & Config.

2005 Genesys Framework Installation & Configuration   *Genesys Telecommunication Laboratories, Daly City, CA*

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2004 MCSA (Windows Server 2003)   *AmbiLogic, North Conway, NH*

2001 Project Management   *Auburn University Montgomery*

2000 MCP, MCP+I, MCSE (Windows NT)   *ExecuTrain, Montgomery, AL*

2000 Tandem – Gasper Manager Familiarization *On-Site at Regions, Montgomery, AL*

1998 Certified Genesys Engineer   *Genesys Telecommunication Laboratories, San Francisco, CA*

1998 Nortel Meridian 1 Options 11-81C Familiarization   *Nortel, Dallas, TX*

1998 to 2008, Various In-House Training   *Regions Financial Corp., Montgomery, AL*
Attended various associate and supervisory level in-house classes during my tenure at Regions including Supervisor and Leadership Training (effective delegation, positive discipline, improving work habits, etc.), Project Management, and EQS (Excellence in Quality Service) Leadership Training.

1995 Programming in MS Visual Basic for Windows   *HTR, Inc. / Microsoft Education Services, Atlanta, GA*