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## OBJECTIVE

To work in a position where I can utilize my experience with big data analytics, establishing, measuring and reporting on KPIs, cloud and Hadoop architecture and engineering, UNIX/Linux, coding and scripting, research, training, leadership, customer service, sales, and retention to assist your organization in increasing productivity and quality of its services.

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## EXPERIENCE

**Product Manager, Reporting & Analytics** • Products Team • HookLogic Aug 2014–Present  
**Product: Retail Search Exchange** is a digital ad service where brands can promote their products on retail sites.

- Met with internal and external clients to solve unmet data needs by establishing KPIs and scoping new reports
- Rewrote existing reports to improve decision making, improve style, and to optimize them for speed
- Scoped the implementation of analytics and dashboarding tools to build out a decision support system
- Mocked up infographics for further development by marketing and graphics teams
- Optimized the configuration of Amazon Redshift clusters, Apache Hadoop clusters, data distribution, and data processing to meet company's current and future needs
- Initiated data validation research and worked with platform data team to resolve all discrepancies affecting accuracy of data used for analytics and reporting

**Amazon Redshift Architect** • Analytics Team • ProQuest Apr 2014–Aug 2014  
**Product: ProQuest** offers online digital archives of scientific journals subscribed to by institutions for research.

- As a contracted consultant, optimized the configuration of Amazon Redshift clusters, data distribution, and data processing to meet company's current and future needs
- Architected OLAP cubes for online analysis and reporting to meet company's current and future needs
- Reverse engineered business logic written in PL/SQL and Java to move data and reporting from Oracle into Amazon Redshift with dashboarding done in Tableau
- Programmed ETL functions between Oracle and Amazon Redshift using SQL, Amazon Data Pipeline and SquidBox
- Documented everything to ensure continuity of service

**Data Analyst** • Advanced Technology Research Team • ITHAKA Jan 2011–Mar 2014  
**Product: JSTOR** is an online digital archive of scholarly journals subscribed to by academic institutions.

- Worked with board members and executives to develop the company's quarterly board reports and monthly executive steering committee dashboards
- Performed detailed analysis and deep data diving to meet the business intelligence needs of product managers, project managers, and executives
- Programmed the generation and automation of regularly requested reports for internal and external clients
- Analyzed and compiled data for ad-hoc reporting and dashboards using Hadoop, Hive, MapReduce, Amazon Redshift, Oracle, Tableau, Adobe SiteCatalyst, Google Analytics, Excel, Graphviz, and Jaspersoft BI
- Architected the migration of the company's data warehouse from Oracle to Hadoop, Hive, and Amazon Redshift

- Prototyped, configured, and managed a 192 core Hadoop and SOLR cluster with 1/2 petabyte of storage
- Programmed ETL functions between Oracle, MySQL, MS SQL, Hadoop, Hive, Amazon Redshift, Amazon S3, Apache SOLR, Google Analytics, and Jaspersoft BI using Python, Java, and Azkaban
- As the lead analyst for the company, taught SQL, Hive SQL, and Python to departmental analysts
- Identified input validation vulnerabilities in company's web applications

**Technical Manager • Anti-Spam Team • Greenview Data**

Sep 2003–Jun 2010

**Product: SpamStopsHere** is a cloud-based anti-spam service subscribed to by businesses of all sizes.

- Assisted in project management through planning and coordination of the department's assets and cost control
- Assisted with product planning and development using customer feedback and qualitative analysis
- Provided business intelligence data analysis for internal clients
- Implemented a web based ticket system to measure handling times, first call resolution, and customer satisfaction
- Implemented customer retention strategies and an affiliate program that had measurable improvements
- Configured and managed over 100 UNIX/Linux servers in a geographically diverse private cloud environment
- Architected enterprise wide plans for scalability, security, and redundancy
- Invented, developed, and implemented patented systems to predict spam signatures through statistical analysis
- Trained and mentored first and second level Technical Support Engineers to improve the customer experience
- Published technical documentation, whitepapers, and the company's security blog

**Technical Team Manager • Network Appliance Team • Cybernet Systems**

Feb 2000–Mar 2003

**Product: NetMAX** was a BSD or Linux based firewall with VPN sold as an appliance or as software to businesses.

- Assisted in project management through planning and coordination of the department's assets and cost control
- Implemented a web based ticket system to measure handling times, first call resolution, and customer satisfaction
- As a member of the R&D team for NASA contracts, met detailed specifications through product development and the application of current and future communications and hardware technologies
- Technical lead for assisting resellers and end users with implementation and the most advanced troubleshooting
- Trained and mentored first and second level Technical Support Engineers to improve the customer experience
- Published technical documentation and whitepapers

**SPM/UNIX Client Services Support • SPM Team • SchoolsOPEN**

May 1998–Feb 2000

**Product: SPM** is a student management database application sold as software or a hosted service to K-12 schools.

- Custom programmed analytical reports from Progress® database applications to meet client needs
- Configured and deployed UNIX servers to new client sites and provided on site system administration instruction
- Provided field service for UNIX servers with hardware and software issues at client sites
- Provided basic and advanced database usage training to client end users in a classroom environment
- Planned and implemented all operating system, Progress, database application, and subsystem upgrades for client sites, including the preparation of all client systems for the Y2K rollover

**Imagery/Country Analyst • Operations Team • Department of Defense**

Sep 1991–Feb 1995

**Product: Classified Intelligence** provided as processed data and analysis to internal and external clients.

- Conceptualized, wrote, and implemented a database application to manage targets. This enabled automation, data analysis, and reporting that improved the over-all efficiency of the entire mission, and added capabilities that did not exist before, resulting in recognition by award of a service medal and decoration
- Coordinated and supervised all collection and analysis of intelligence data for several countries, providing detailed analysis products to meet the needs of many decision makers, war-fighters, and the intelligence community
- Selected to attend CIA held DOD classes for information systems security
- Maintained the UNIX systems and network services for our unit
- Selected for operational detachment, live fire exercises, and HQ emergency response unit

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## SKILLS

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**Systems:** Cloud Computing • Clustered Computing • Distributed File Systems • Business Intelligence Systems • Data Mining Systems • Reporting and Dashboarding Systems • Networking (including Ethernet, Token Ring, IP, TCP/IP, CIFS, ESP, and Novell)

**Software:** Hadoop (including Cloudera's Distribution of Hadoop/CDH, Horton and MapR) • MapReduce • Hive • Hue • Cloudera Manager • Apache Ambari • SOLR • Amazon EC2 • Amazon S3 • Amazon Redshift • MarkLogic • Adobe SiteCatalyst • RapidMiner • R • Mahout • Tableau • Jaspersoft BI • Azkaban • Microsoft SQL Server Analysis Services (SSAS) • Microsoft SQL Server Reporting Services (SSRS) • MS Office • Progress 4GL • SQL (T-SQL, PL/SQL, MySQL, Hive SQL, PostgreSQL) • UNIX Shell and Awk • Java • Perl • Python • Puppet • DOS and UNIX (Linux, SCO, Unixware, DG/UX, BSDi, AIX, HP-UX, Solaris) • Windows • IDA • OllyDbg • Apache HTTPD • Sendmail • Qmail • HTML • ANSI C • RPM

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## CONTRIBUTIONS

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Cloudera Hue • Cloudera Beeswax • Apache Ambari • MIT App Inventor • OllyDbg plugins • IDA plugins • Linux kernel drivers • Apache HTTPD • Qmail • BitTornado • LuxRender for Blender • SquirrelMail • VMailMgr • supervise-scripts

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## ENTREPRENEUR

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*bitServe*: Web hosting and consulting • *OnTaskTimer*: Android application as a visual timer for autistic children • *GreenDay*: Android application for ABA behavior plans • *Made With Passion*: Art & Food blog • *TechExpoWorld*: Technical social networking and lead trading • *AnnArborSites*: Business directory for SEO • *ErgoElephant*: Desktop app to promote ergonomics • *yProxy*: yEnc proxy

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## EDUCATION

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- Cloudera Developer Training for Apache Hadoop
- MarkLogic Developing MarkLogic Applications
- Adobe SiteCatalyst User Training Certification
- The Art of Giving Great Service from ZingTrain
- College, training, and experience equivalent to a Master's Degree in Computer Science
- Florida State University (FSU) and Central Texas College (CTC)