Franck Caponera

Technologist, Innovator, Executive Leader

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SUMMARY

Proven hands-on technologist and executive leader, with over 23 years of leading industry expertise in software development, digital transformation and innovation.

Professional Experience: 23 Years

Domains:	Financial Services
	Healthcare
	Marketing
	Government Sector
	Technology

Area of Expertise:	Fraud & Identity
	Digital Identity

Team:	Managed over 85+ Global FTEs

Degree:	Information and Computer Science

Bilingual:	Spanish

KEY SKILLS

Hybrid Cloud
Elasticity
Web & Mobile Applications
Big Data & AWS
Continuous Integration/Continuous Delivery
Software as a Service (SaaS)
Distributed Ledgers (Blockchain)

TECHNICAL SKILLS

Languages: Java, JavaScript, C, C++, HTML/CSS, XSLT, SQL
Operating Systems: Linux, Windows Server, UNIX SUSE
DBMS: IBM DB2, Oracle, MySQL, NoSQL (HBase, SOLR)
Technologies: Eclipse, JQuery, JSON, XML, RESTful
Application/Web Servers/Web Service: Jboss, WebLogic, Apache WS, Drools Rules Engine, Docker
Directory: Active Directory, LDAP
Web Frameworks: Spring, Hibernate, Phonegap.
Areas of Interest: Machine Learning, Artificial Intelligence, Distributed Ledgers, Web Application Programming, Mobile Application Programming, Test Automation, Distributed Computing, Data Structures, Algorithms, Network Applications and Hybrid Cloud Architectures, Internet of Things and API Gateways.

Selected Career Highlights

Technology & Innovation. Provided strategic technology leadership and vision, focused on product and service innovation.
- Architected highly scalable and fully redundant hybrid big data environment on AWS, reducing OPEX costs by 8x vs on-prem.
- Introduced dynamic real-time function calls (similar to Lambda functions) to proactively update Risk algorithm logic based on live fraud ring attack monitoring resulting in Millions of $ in fraud prevention per month for one client alone.
- Introduced DevOps model and CI/CD, improving on solution time to market by 3x and reduction in defects by 45%.

Product Development. Led innovative multi-million dollar product development/software projects on time, on budget and within quality – building products that help increase market share.
- Defined product road map, client customization and technical enhancements.
- Product evolved from zero revenue at launch to over $120MM per year in less than 8 years.
- Service used by all major financial institutions, public sector, e-commerce.

Partnerships. Led research on internal and external vendor partnerships, identified new sources of data, assisted legal with contract verbiage.
- Assisted with strategic partnerships resulting in faster time to market.
- Evaluated technologies and products/services, participated in over $500MM worth of M&A acquisitions.

Team Building. Inspired product and technical teams, leading with focused vision, developing short and long-term strategy, resource allocation/prioritization, empowering employees.
- Created large teams from scratch, achieving less than 3% employee attrition year over year since 2005.
- Hired and modeled high-performing teams of over 85 members across 3 US and 2 offshore locations.
- Effectively managed integration of offshore contractor staff to augment technical resource pool despite geographical barriers.

Project Management. Developed and refined SDLC processes, inclusive of metrics tracking and analysis; introduced increased performance monitoring, enhanced quality, improved client satisfaction, and reduced response times.
- Introduced RFE turn-around times from 6 weeks to 5 days.
- Developed continuous build and integration framework, reducing time to execute regression testing by 50%.
- Led Experian's first Big Data project, enabling real-time search of over 9TB of structured and non-structured data in 150ms search time. Recently migrated part of platform to AWS and refactored, reducing the 150ms to 14ms average response times.
- Increased search match rate from 68% to over 95%, resulting in double digit increased revenue growth.

<p style="text-align:center">**Work Experience**</p>

Early Warning Services (Zelle) | 05/2018 – Present | *Scottsdale, AZ*
Vice President of Product Development and Innovation

Responsible for research of blockchain technology and vendor RFI for Early Warning Services' Digital Identity initiative. Provided business and functional requirements, lead POC and assisted with business case for requesting and ultimately getting approval of $58MM initiative from owner banks (Chase, Wells Fargo, Bank Of America, etc). Provided subject matter expertise in architecture, fraud, analytics and APIs.

Experian | 02/2002 – 05/2018 | *Costa Mesa, CA*
Vice President of Technology & Chief Architect

Decision Analytics – Fraud & Identity Solutions. Responsible for the leadership, strategic planning, resource management, architectural oversight, client engagements, sales engineering, level of estimates, 24/7 operations, process definition, internal/external partner relationships, hardware/software procurement and budgeting of Fraud and Identity Solutions flagship products. Led product and technical staff of over 85+ full time employees across the US, Costa Rica and Chile as well as 45+ offshore staff in India. Developed and executed short-term technical plans and long-term strategies to meet aggressive time to market demands of new products.

Architected the industry's first government approved NIST 800-63 Level 3 two-factor authentication solution. Responsible for new product innovation from concept to implementation, including Experian's first big data map-reduce production implementation and real-time search. Responsible for Precise ID product lines generating an excess of $120M revenue with yearly double digit growth. Precise ID is used by all major banks (Chase, Wells Fargo, Bank of America, etc), e-commerce (Macy's, PayPal, Apple, etc), public sector (IRS, Centers for Medicare and Medicaid "Obamacare", Social Security Administration, Veterans Administration, etc) and over 200 more clients. Exceeding SLA requirements with 12-month average 99.99% up time.

Overseeing product life cycle from conception to launch and maintenance. Identified and managed risks associated to team, products, processes and methodologies. Implemented process refinements and metrics to ensure efficiency and focus. Set the product and technical direction for the teams, driving the evolution of product roadmap, custom enhancements, technical architecture and recommending technologies. Experience with operating in a high security, data intensive, data centric, "big data" and analytics environment. Introduced Agile SCRUM SDLC methodology to Experian.

Recipient of numerous innovation and team DA awards year after year. Nominated for Experian's Si Ramo Award for technology innovation. Represented Decision Analytics in Experian Global Architectural Committee. Providing executive management team with acquisition evaluation of potential company's technical IP, services, products and data. Actively participating in leadership round tables as well as product innovation presentations with Experian North America's CEO and senior executive team.

Red Sky Interactive, Inc. | 1998-2002 | *Irvine, CA*
Senior Java Developer
Red Sky Interactive specialized in strategic consulting of e-commerce applications, focusing on online marketing using technology in applied entertainment. Clients included Nike, Absolute Vodka, Paramount Pictures, Miller Brewing Co., and many other high-profile clients.

IBM Global Services | 1996 to 1998 | *Mountain View, CA*
Software Developer/Consultant
Responsible for software development of multi-tiered web applications. Engaged in initial pre-sales consulting, detailed design and development of Java-based enterprise applications at client sites across the US.

<p style="text-align:center">**Education**</p>

University of California, Irvine | 1996 | B.S. Information and Computer Science, Software, Hardware, Networks Analysis and Design
Orange Coast College | 1994 | A.A. Degree, Software Engineering Analysis and Design

<p style="text-align:center">**Certifications**</p>

Pragmatic Institute – Pragmatic Marketing: Foundations, Focus, and Launch Certifications