**Personal Information:**

Lance A. Smith

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**Sr. Director, Software Development Incomm Agent Solutions (FKA: Qpay Inc.)**

November 2006 – Present (12 years) Miami/Fort Lauderdale Area

IAS develops (.NET) solutions (SaaS) for processing in store retail consumer payments with focus on prepaid accounts especially telecom accounts. Platforms include Web applications, Extensive web services, Self Service Kiosk machines and API’s for 3rd party integrators to consume. IAS also provides end-to-end purchasing, invoicing, logistics, and RMA capabilities to its 20,000+ strong dealer network for in store inventory.  
Hands on and in depth participation in several critical practices within the organization to support rapid business growth including:  
  
Performance Engineering – Identifying web server, .NET and application specific bottlenecks within core transaction system processing upwards of 1000 requests per second.

Multi co-lo data center solutions for Hot/Warm failover scenarios.  
  
Lead 30 developers spread across 6 agile scrum teams in collaboration with product owners, architects and infrastructure teams in the rapid development of business solutions. (Migration from Waterfall to Agile 2010)  
  
Implement a BI and DevOps group (Kanban) for reporting and high touch 24/7 application support services.  
  
Design, recruit and implement a Continuous Integration practice (Leveraging Azure services) for reliable and repeatable deployment activities across multiple environments.

Migration (HiFi) of source and agile practice to Azure Dev Ops (VSTS)  
  
Work closely with executive and operations stakeholders on tactical and strategic initiatives.  
  
Monitoring, developing and reporting on KPI for both application and team performance.  
  
Provide decision support for teams and mentoring when needed and first responder to any necessary triage operations.

**1st VP Software Development**

**Mutual Service Corporation**

June 2002 – June 2005 (3 years)West Palm Beach, Florida Area

MSC, was a wholly-owned subsidiary of Pacific Life Insurance, is a full service Broker Dealer with over 1600 nationally registered advisors selling a variety of financial products and services.  
  
Lead the technology department which was previously focused on maintaining a 15 year old AS/400 RPG system through the architectural design, development and implementation of back and front office .NET applications for use by all Pacific Life Broker Dealer companies. These new web-based systems provide a substantial increase in   
functionality for the users including data warehousing, ad-hoc reporting and customer relationship management (CRM); they greatly improve internal and client workflows; significantly decrease internal maintenance costs/efforts; and have been strategically designed to easily incorporate future changes in business, technology and/or government regulations. Specific responsibilities included:  
Strategic and tactical OOP and n-Tier architecture design;  
  
Continue tactical development of AS/400 based applications concurrently.  
Established development standards and methods;  
Hire, supervise and mentor personnel including team leads and engineers;  
Develop, negotiate and maintain vendor relationships;  
Coordinate development and implementation efforts with other technology and business units;  
Budget development, accountability and achievement.

**Senior Manager**

**Ocwen Technology Xchange**

September 1999 – May 2002 (2 years 9 months)Hartford, Connecticut AreaOCWEN is a national leader in both mortgage servicing and providing associated software applications to the banking and real estate industry.  
  
  
Directed the commercial development of REALServicing Mortgage Servicing software to be commercial marketed to the banking and real estate industry. This application encompassed over 10,000 programs, 1,000,000 lines of code and utilized 4 inter-related databases. Specific responsibilities included:  
Directed, planned and tracked multiple simultaneous development projects, maintenance tasks, and release schedules;   
Hired and supervised personnel;  
Budget development, accountability and achievement;  
Worked and coordinated with internal and external business units to plan future releases and enhancements.  
Developed and executed project plans for new offshore development facility in Bangalore India.  
  
Database Development Manager, West Palm Beach, FL   
  
Hands-on management of the design, development and support of a B2B web portal, Data Warehouse, multiple Data Marts, ETL Development, metadata repository and subordinate applications. Specific responsibilities included:  
• Design of Data Warehouse and Data Mart architectural enhancements;  
• Software and tool evaluation and selection;  
• Management and mentoring of team staff.  
  
Management of multiple projects across multiple Technology Disciplines, develop project plans, negotiate resource requirements, co-ordinate stakeholder communications.  
• Call Center Project Management consultant to the bank.  
o Recording solutions project  
o Seat expansion project  
o Metric reporting project  
o Outbound predictive dialer project

• Customized off the shelf unsecured collections system  
• Investor Relations Development Project

**Manager Fleet Systems**

**Cunard Line**

January 1996 – September 1999 (2 years 9 months) New York/Miami

Transferred from Parent company in London where I worked for several years as a programmer/analyst  
  
Cunard is a luxury cruise line operator which had 8 ships operating around the world with sophisticated on board hotel and technical systems connected via satellite to land based systems  
  
Managed a globally positioned team of engineers and developers in the maintenance of all onboard and corporate technologies and software including reservations/manifests, payroll, inventory and networks while developing, implementing and integrating new, more robust and/or commercially standard technologies to enable and enhance business objectives. Specific responsibilities included:   
Replaced outdated infrastructure (servers, WAN/LAN, PC’s) across 8 ships positioned around the world with satellite connectivity to Miami headquarters;  
Introduced standard onboard hotel systems (billing, payroll, manifests) across the fleet, retiring disparate nonstandard systems;  
Hired, trained and supervised personnel;  
Budget development, accountability and achievement;  
Developed standard inventory and property management applications connected to land based central repository for managing purchasing and sophisticated inventory delivery.