

DARREN W. DUNNE

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EDUCATION

BS Computer Science - Southern Methodist University (SMU) - Dallas, TX

PROFESSIONAL EXPERIENCE

Software Development Release Manager

IBM | RTP, NC | 2012 - Present

Managing 2 development teams simultaneously with 18 members in 4 countries for the [Netcool Operations Insight \(NOI\)](#), [Tivoli Business Service Manager \(TBSM\)](#), and [Tivoli Netcool/Impact](#) products.

- Introducing and championing Agile Development to the development teams, reducing the time to deliver new releases by 80% (from 18 months to only 3 months).
- Enforcing stricter quality standards to advocate for the end users, by reducing allowable defects in releases from 200 to less than 10 outstanding defects.
- Pioneering the implementation and verification of Internationalization (i18n) and Accessibility (a11y) in each product, achieving 100% capability in both areas.
- Embedding QA and technical writers into the Agile scrum teams. This reduced the number of defects found in the field by at least 30%, and dramatically improved morale, eliminating the “Us vs. Them” feelings that had developed over the years
- Recruiting, training and mentoring new team members. This is particularly challenging (and rewarding) across countries and cultures to build and strengthen relationships among team members who had often never met each other face-to-face.

Chief Programmer - Senior Software Engineer

IBM | RTP, NC | 2006 - 2012

Led 26 programmers in the design, development and release of 4 major multi-year releases of Impact and TBSM, delivering all releases on schedule, with all quality targets achieved.

- Served as Lead of the Scrum of Scrums for 4 separate Scrum teams (Front-End, Back-End, Install and Tools), identifying, managing and resolving all cross-scrum dependencies.
- Immediately following a Project Manager reorganization, volunteered to take point on 2 major initiatives which were behind schedule. Following my 6 months of leadership, both projects shipped on schedule with their full feature sets.
- Administrated and personally verified pull requests on the Impact and TBSM code repositories, spanning 26 programmers working on 6 projects, and 1.6 million lines of code.
- Introduced and pioneered the adoption of Continuous Development, resulting in the automation of builds and verification, increasing their frequency from once a week to 4 times a day, dramatically reducing the time to identify and resolve defects.

Front-End Development Team Lead

IBM | RTP, NC | 2001 - 2006

Led 12 developers in the design and implementation of a new cross-platform Java-based user interface for TBSM.

- Instituted monthly customer reviews and usability testing for new features and incorporated the feedback into the designs.
- Created and enforced UI and UX standards, working closely with several development teams to ensure a coherent user experience across the products.

Front-End Developer

IBM | RTP, NC | 1996 - 2001

- Designed and implemented the UIs for SystemView and Global Enterprise Manager.
- Developed the strategy and instrumented 100% of the UI code to enable automated verification of the user interface.

TECHNICAL SKILLS

Excellent communication skills

Programming Languages: Experience with JavaScript, Java, HTML, HTML5. Exposure to Python, C, C++

Technologies: Experience with CSS, Bootstrap. Exposure to jQuery, Angular.js, Bootstrap, Sass

Development Tools: Experience with Git, GitHub, Eclipse, Grunt, Gulp, Slack, Ant, Rational Application Developer (RAD), Rational Team Concert (RTC), Rational AppScan, Microsoft Project

Operating Systems: Experience with UNIX, Linux, Windows, Mac OS X