**Delbert Aud**

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**Detailed Work History**

Jun 2016 – Current Programmer/DevOps/Big Data  
ConvergeOne

Designed and developed a solution in Java that exercises Avaya Telephone Systems to ensure new installation work as expected and that changes do not affect basic functions. This solution was written in Java utilizing the Avaya DMCC library.

Designed and developed a dashboard system for enhanced views on important help desk tickets. This solution was written in classic ASP. It retrieves data from a SQL Server reporting database.

Implemented ElasticSearch to store data and report on help desk tickets.

Designed and developed a solution to extract new and updated data from a SQL Server and load such data into an ElasticSearch database. This solution utilized classic ASP, Python and ElasticSearch libraries.

Wrote a wrapper around the Sophos AntiVirus data collection tool to support long term data retention. This tool was required to meet data retention audit requirements.

Architected and developed a system to collect data from various Avaya tools and push data through a web services interface to a SQL Server database running on CentOS. The solution was written in the Go language and utilizes Microsoft SQL Server as the storage.

Utilized JitBit Macro Recorder to build a Robotic Process Automation solution for automated installation of the Avaya IXM software. Added PowerShell scripts to support build of the server.

Consulting on Robotic Process Automation (RPA) to find business opportunities to automate. Bringing tools like Automation Anywhere, Apache Nifi, Python and Golang to reengineer business processes to yield cost and time savings. Used JitBit Macro Recorder to build a Robotic Process Automation solution for automated installation of the Avaya IXM software. Added PowerShell scripts to support build of the server.

Data Science work combining enterprise alarms with asset data to determine most noisy equipment. Parts of the data is harvested from ElasticSearch while others are in an Enterprise SQL Server environment. Data cleansing and analysis performed using Python. Charts rendered in ChartJS and Excel. Graphing analysis done with Python, Neo4j and NetworkX.

Ivanti Ticket Automation utilizing Python to analyze and assign tickets to the proper resource based on skill and availability. The solution utilizes various static files, REST EndPoints and Database connections to ensure proper assignment.

Nov 2015 – Jun 2016 Technical Team Lead  
NMCI (Navy Marine Corp Intranet) – Account  
Hewlett-Packard Enterprise, Palo Alto, CA

Technical Team Lead and Complex Project Management. Managed the development of many complex solutions for the account. Tracking project from the idea stage through delivery to the certification team. Analyzed requirements developed a strategy and mentored the development staff to ensure successful completion of projects. Supported solutions post development as solutions are implemented in production.

Support of IBM Rational Suite of tools in support of Collaboration Lifecycle Management for the account and customer. Provided consulting on next moves with the solution to further its’ mission and utilization.

Development of Visual Basic Scripts in the automation of data manipulation large sets of data in Excel Spreadsheets that had inconsistent data entered. Goal was to fix data to consistent formatting and generation of project reporting for senior management.

Development of PowerShell remoting scripts to collect various Exchange server user balancing across the enterprise. Due to the scale of the network PowerShell asynchronous and remote execution was required to meet data collection timeframes.

Implementation of HP Fortify on Demand solution in a lab environment. The goals of this project where to show a proof of concept of the installation of the toolset, document the pain points and issues installing in the Navy network and to document the solution following the Navy standards.

Investigate and remediate issues with the Deployable Seat Application (DSA) solution where the upgrade of Microsoft Exchange Server from version 2003 to 2010 would break forwarding of messages of service members out on deployment. Addition of atomic unit tests to the solution along with refactoring to support Rhinio Mocks testing solution.

May 2014 – Nov 2015 Technical Team Lead  
NMCI (Navy Marine Corp Intranet) – Account  
HP Corporation, Palo Alto, CA

Technical Team Lead and Complex Project Management. Managed the development of many complex solutions for the account. Tracking project from the idea stage through delivery to the certification team. Analyzed requirements developed a strategy and mentored the development staff to ensure successful completion of projects. Supported solutions post development as solutions are implemented in production.

Design and implementation of the IBM Rational Suite of tools in support of Collaboration Lifecycle Management for the account and customer. Solution designed and configured around a mostly Microsoft Windows Server and Microsoft SQL Server architecture.

Oct. 2013 – May 2014 Solution Architect  
NMCI (Navy Marine Corp Intranet) – Account  
HP Corporation, Palo Alto, CA

New project consulting. Reviewing new project requirements, engineering potential solution to meet the project requirements including government security posture to meet applicable DISA STIGS, gathering level of effort details from SMEs and building a presentation package to present to the requestor.

Dec. 2012 – Sep. 2013 Technical Team Manager  
Bank of America – Account  
HP Corporation, Palo Alto, CA

Managing a team of 18 developers supporting 30 development projects for the Bank of America account and the customer. Doing performance reviews and staff mentoring. Performing presentations to peers and management about capabilities and current staff. Providing future needs analysis to management. Provided consulting to the account and customer on subjects such as advanced development techniques, application development security technologies, network automation, disaster recovery, source code repositories and virtual server utilization.

Jan. 2011 – Nov. 2012 Technology Consultant IV  
UMG – Universal Music Group – Account  
HP Corporation, Palo Alto, CA

Providing management consulting and tier 3 technical support in migration activities of a wide range of technologies and applications. Developing a series of “How To” guides in both technical and process to assist the various teams with many complex activities to support their needs. A large number of UMGs applications are custom built solutions using technologies of the past 20 years. Tasks include consulting with various levels of management and developers on the ins and outs of moving complex applications, custom development of solutions to ease the pain of both discovery and automation of specific tasks, sandbox testing of possible processes to be utilized in the relocation of applications.

Oct. 2010 – Dec. 2010 Senior Consultant  
Butterfield Bank Auxiliary Projects – Account  
HP Corporation, Palo Alto, CA

Assisting in the management of Oracle OBIEE application along with various automation tasks around batch reporting. Consulted on task automation with regards to AutoSys, RoboFTP, Windows Batch files, Windows Scripting Host. Consulted on technologies in regard to Apache Tomcat and Java Services that were causing system crashes due to memory constraints and slow running processes. Developed a script to reduce the size of Microsoft Excel files that were outputted from OBIEE in MHTML format to binary Microsoft Excel 2003 and 2007 formats. Reducing the time required by a user to open the files from 25 minutes to 1-2 seconds and saving the account some 75% of storage requirements.

Sep. 2008 – Sep. 2010 Technical Project Lead  
NMCI (Navy Marine Corp Intranet) – Account  
EDS Corporation, Plano, Texas

Technical Team Lead and Complex Project Management. Managed the development of many complex solutions for the account. Tracking project from the idea stage through delivery to the certification team. Analyzed requirements developed a strategy and mentored the development staff to ensure successful completion of projects. Supported solutions post development as solutions are implemented in production.

Mar. 2005 – Aug. 2008 Senior Information Specialist  
NMCI (Navy Marine Corp Intranet) – Account  
EDS Corporation, Plano, Texas

Technical Team Lead and Complex Project Management. Managed the development of many complex solutions for the account. Tracking project from the idea stage through delivery to the certification team. Analyzed requirements developed a strategy and mentored the development staff to ensure successful completion of projects. Supported solutions post development as solutions are implemented in production.

Feb. 2004 – Feb. 2005 Senior Consultant  
American Airlines - Account  
EDS Corporation, Plano, Texas

Activity: Development of various automated scripts and web sites to support the Quantum desktop rollout. Support peers with various scripting commands and solutions.

Dec. 2003 - Dec. 2012 Senior Consultant  
Northrop Grumman – Account  
EDS Corporation, Plano, Texas

Installation and Configuration of a server to track software licenses via the IBM LUM product line. Installed on both Solaris on Intel and Windows 2000 Server for testing the product. Installation and support of a dedicated FTP server for customer base.

Aug. 2003 - Dec. 2003 Senior Information Specialist  
NMCI (Navy Marine Corp Intranet) – Account  
EDS Corporation, Plano, Texas

Off the shelf product investigation and installation engineering work. Creating government documentation to support the procurement and installation of products to support the NMCI environment. Worked on both eRoom and Nextalk.

Feb. 2003 - Aug. 2003 Senior Information Specialist  
Rolls-Royce – Account  
EDS Corporation, Plano, Texas

Repackaging of products for automated installation.

Jan. 2003 Senior Information Specialist  
Microsoft – Account  
EDS Corporation, Plano, Texas

Developed stored procedures in SQL Server for support of the complaint-tracking dashboard. Review of C# code developed by the programmers working on the dashboard project. Created sample C# programs to utilize the database.

Dec. 2002 - Jan. 2003 Senior Information Specialist  
US Borax – Account  
EDS Corporation, Plano, Texas

Expanded web-based application for tracking safety surveys and reporting

Dec. 2002 Senior Information Specialist  
HR Textron – Account  
EDS Corporation, Plano, Texas

Developed two budget-reporting tools. Utilized Microsoft Access and Windows Scripting Host along with VBScript.

Apr. 2001 - Dec. 2002 Senior Information Specialist  
Healthy Families of California, State of California – Account  
EDS Corporation, Plano, Texas

Assisted in the development of the California Healthy Families web site for the State of California. Worked with ASP, VBScript, XML and SQL Server.

Dec. 2000 - Mar. 2001 Senior Information Specialist  
hGlobe – Account  
EDS Corporation, Plano, Texas

Assisted on the hGlobe project where he developed tools that were currently lacking from the chosen vendor. He developed a web-based reporting tool to be used by the hotel procurement staff and a web-based inventory-tracking tool for that same industry. Technology involved included: automated ftp transfers, batch database creation, batch data loading, SQL Server 7.0, IIS 5.0, ADO, ASP, HTML.

Sep. 2000 - Nov. 2000 Senior Information Specialist  
Johnson & Johnson – Account  
EDS Corporation, Plano, Texas

Oracle 8i database SQL programming and after hours on call support for batch operations.

Aug. 2000 Senior Information Specialist  
MMC Technologies – Account  
EDS Corporation, Plano, Texas

Due diligence and staff replacement consulting

Apr. 2000 - Jul. 2000 Senior Information Specialist  
Advanced Computing – Account  
Senior Information Specialist  
EDS Corporation, Plano, Texas

Development services for the eClaim web-based data collection and reporting tool. Utilizing NT 4.0 and IIS 4 along with Visual Basic and VBScript.

Apr. 2000 Senior Information Specialist  
FARES (First American Real Estate Services) – Account  
EDS Corporation, Plano, Texas

Development and consulting for UNIX based system and Oracle database.

Mar. 2000 Senior Information Specialist  
Department of Health Services, Los Angeles County – Account  
EDS Corporation, Plano, Texas

Provided consulting services on Web Servers, Database Operations, and Development technologies.

Mar. 2000 Senior Information Specialist  
EPOCH – Account  
EDS Corporation, Plano, Texas

Provided consulting services on Web Servers, Database Operations, and Development technologies.

Feb. 2000 - Mar. 2000 Senior Information Specialist  
LMKI – Account  
EDS Corporation, Plano, Texas

Setup and configure an Oracle Database at the customer’s site.

Feb. 2000 Senior Information Specialist  
HiTek – Account  
EDS Corporation, Plano, Texas

Site review for due diligence of new account.

Feb. 2000 Senior Information Specialist  
Department of Health Services, Los Angeles County – Account  
EDS Corporation, Plano, Texas

Provided consulting services on Web Servers, Database Operations, and Development technologies.

Jan. 2000 - Feb. 2000 Senior Information Specialist  
OTN – Account  
EDS Corporation, Plano, Texas

Technical Staff Support. Gained knowledge of their proprietary drug dispensing system to provide field support.

Jan. 2000 Senior Information Specialist  
Orange County Register – Account  
EDS Corporation, Plano, Texas

Developed a solution to transfer classified ads from the Oracle based Ad software to an external web product.

Dec. 1999 - Jan. 2000 Senior Information Specialist  
NASD (National Association of Security Dealers) – Account  
EDS Corporation, Plano, Texas

Provided emergency consulting services over the Year 2000 calendar change. Was dispatched to eTrade to review a customer complaint and make a recommendation as to cause of complaint.

Dec. 1999 Senior Information Specialist  
Orange County Register – Account  
EDS Corporation, Plano, Texas

Provided consulting services on Web Servers, Database Operations, and Development technologies.

Dec. 1999 Senior Information Specialist  
Department of Health Services, Los Angeles County – Account  
EDS Corporation, Plano, Texas

Developed a prototype automated reporting system that generated reports at night and emailed them to the proper audience.

Nov. 1999 Senior Information Specialist  
Maxtor – Account  
EDS Corporation, Plano, Texas

Web operations consulting. Analyzed database performance issues with some in-house applications.

Sep. 1999 - Nov. 1999 Senior Information Specialist  
OAN - Account  
EDS Corporation, Plano, Texas

Provided consulting and development services on the development of a 3 tier Telephone Call Accounting System. Assisted in SQL, DCOM and XML with consulting and programming.

Aug. 1999 - Sep. 1999 Senior Information Specialist  
Orange County Register - Account  
EDS Corporation, Plano, Texas

Provided analysis and development services on the development of a event tracking database for the newspaper. Provided schemas and supporting code to assist in the development of the project. Two prototypes where developed, one in Microsoft Access and the other utilizing web technologies. Provided consulting assistance in the development of a third solution in Lotus Notes.

Jun. 1999 - Jul. 1999 Senior Information Specialist  
Kellwood – Account  
EDS Corporation, Plano, Texas

Report developer utilizing the Active Reports tool. Created some 200 automated reports.

May 1999 Senior Information Specialist  
Department of Health Services, Los Angeles County – Account  
EDS Corporation, Plano, Texas

Provided consulting services on Web Servers, Database Operations, Development technologies and scalability issues for public web hosting. Installed an Oracle 8 database and provided code samples to utilize Cold Fusion, ASP and scripts to provide automated processes and reporting for the Los Angeles County Department of Health Services (Epidemiological division).

Mar. 1999 - Apr. 1999 Senior Information Specialist  
SBC – Account  
EDS Corporation, Plano, Texas

Consulting on system backup and recovery plans. Built a secondary standby Oracle Database server to act as a standby server in case of failure of the main Sun Oracle Database server.

Dec. 1998 - Jan. 1999 Senior Information Specialist  
Discovery Toys – Account  
EDS Corporation, Plano, Texas

Development of a system to process orders from Discovery Toys Web Site into their AS/400 order taking system. The program written in Visual Basic controls the host utilizing the TNHost 5250 terminal software. Collecting, processing and logging the data for management report generation.

Nov. 1998 Senior Information Specialist  
OAN – Account  
EDS Corporation, Plano, Texas

Development and testing of an Oracle 8.0 database replication system. OAN has a 200-gigabyte database that needs to be replicated for to a backup system for emergency operation. Developed a test environment to test Oracle’s Replication System in version 8.0.

Oct. 1998 Senior Information Specialist  
Southland Corporation – Account  
EDS Corporation, Plano, Texas

Development of a program to create a proprietary directory structure from a Microsoft Excel file. The output of the software controls the distribution of software updates to all the 7-11 stores across the nation.

Oct. 1998 Senior Information Specialist  
Del Monte Foods - Account  
EDS Corporation, Plano, Texas

Evaluate and tuning of a Microsoft NT platform including hardware, network, operating system and Oracle 7.4.2.2 database. Assisted in the education of the accounts DBA and reviewed the customer’s application and use of the existing system along with potential upgrades to make better use of the system and provided change recommendations.

Jul. 1998 Senior Information Specialist  
Solutia - Account  
EDS Corporation, Plano, Texas

Data Consolidation Consulting.

Jun. 1998 Senior Information Specialist  
KMN – Account  
EDS Corporation, Plano, Texas

Consulting and optimizing of a Windows NT system operating as a Web Server for the U. S. Army. The server provides teaching and support documents for a medical center and students. The system uses Microsoft Internet Information Server and JAVA. Installed Mail Server software on a Windows NT server. Setup 6 alias mailboxes for use of the support personnel. Diagnosed a Windows NT server to locate a performance problem at Fort Howard.

Jun. 1998 Senior Information Specialist  
Fijitsu – Account  
EDS Corporation, Plano, Texas

Due diligence and staff replacement consulting.

May 1998 - Jun. 1998 Senior Information Specialist  
Associated Bank – Account  
EDS Corporation, Plano, Texas

Y2K consulting and system reviews. Generated reports that lead to planning for system upgrades required to support the 4 digit year support.

May 1998 Senior Information Specialist  
Informix – Account  
EDS Corporation, Plano, Texas

RAD consulting with management.

Apr. 1998 Senior Information Specialist  
Solutia – Account  
EDS Corporation, Plano, Texas

Database Consulting and mentoring new EDS staff members.

Apr. 1998 Senior Information Specialist  
<undisclosed> - Account  
EDS Corporation, Plano, Texas

Security Audit Consultant for a client that had a breach.

Mar. 1998 - Apr. 1998 Senior Information Specialist  
FARES - Account  
EDS Corporation, Plano, Texas

Due diligence on the FARES proposal. Deal dealt with the management of a fairly large scale of real estate data on a Unix based system along with support of a number of solutions built to manage that data.

Jan. 1998 - Feb. 1998 Senior Information Specialist  
Xerox – Account  
EDS Corporation, Plano, Texas

Developed a framework for web based applications utilizing data from an Oracle database. Provided database structure and sample code to assist developers.

Jul. 1997 - Dec. 1997 Senior Information Specialist  
Unigraphics – Account  
EDS Corporation, Plano, Texas

Assisted in the development and maintenance of the Unigraphic’s IMAN PC product. Product developed utilizing Visual Basic version 4 with heavy utilization of C++ API functions to communicate with a UNIX server via RPC (Remote Procedure Calls), which in turn communicates, with an Oracle Server.

May 1997 - Jun. 1997 Senior Information Specialist  
Hughes Aircraft - Account  
EDS Corporation, Plano, Texas

Developed procedures to migrate data from a FoxPro database application into the EDS REMMS system. Analyzed data structures and created procedures to allow the cleaning and migration of the data from one system to the other. Tools involved included: FoxPro, Microsoft Access, ODBC 2.0, and Sybase’s SQL Server.

Mar. 1997 - Apr. 1997 Senior Information Specialist  
Xerox – Account  
EDS Corporation, Plano, Texas

Project Management of an Oracle Data Warehouse and Web Site for EDS and Xerox at the account. Development of automated systems utilizing Windows NT, Microsoft IIS Web Server, O’Reily WebSite Web Server, Active Server Pages, Microsoft ODBC, Oracle Object for OLE, Microsoft FrontPage, Oracle 7.x, Visual Basic, Microsoft Access, Crystal Reports and the World Wide Web.

Jan. 1996 - Mar. 1997 Senior Information Specialist  
Xerox – Account  
EDS Corporation – Account  
TAD, Rochester, NY

Project Management of team developing a Data Warehouse using Oracle RDBMS 7.2. - This server and data have worldwide visibility to the management of both EDS and Xerox, and supports the tracking of deployment efforts on the account. The warehouse consists of some 200 plus tables with data ranging from buildings around the world to actions that are to happen. As a team leader of 5 peers, this project involves the sharing of technology to assure the growth of all members. Planned, designed and developed front-end applications in Microsoft Visual Basic, Access, Excel and Crystal Report to support the management and need for information. Generated entity relationship diagrams for development and management use.

Sep. 1995 - Dec. 1995 Senior Information Specialist  
Hughes Aircraft Account - Contract  
EDS Corporation – Contract  
TAD, Torrance, California

Developed a series of automated Excel VBA (Visual Basic for Applications) programs that produce over 250 reports from Help Desk Remedy data. Utilizing data imported from an Oracle database into Excel 5.0 Spreadsheets, then compiled into various reports for tracking support metrics of the divisions.

Mar. 1999 - Present Owner  
Active Web Hosting, Henderson, Nevada

Provides web hosting services to hobbyist wishing to have an internet presence.

Aug. 1994 - Jan. 1995 Developer  
Automated Solutions Group, Huntington Beach, California

Provided programming services on projects for NDC, AT&T, The Carson Group, Canac Kitchens, and Southern California Edison.

Oct. 1993 - Jul. 1994 Developer  
American Honda – Contract  
TAD, Torrance, California

Provided programming and consulting services on the Dealership Communications System (DCS). This consisted of a very large transactional system that enabled the dealerships to communicate dealership, corporate and parts ordering information systems between American Honda and the dealerships. The system was written in Visual Basic utilizing the Jet Data Storage Engine along with modem communications back to American Honda's AS/400.

Jan. 1992 - Dec. 1993 Owner  
CIA - Computers in Action, Anaheim, California

Owned and operated a small company that provided emergency computer and network repairs to local businesses in the Southern California area and training services to the general public. The firm consisted of 6 employees who held various responsibilities from field service technicians, order desk personnel and classroom trainers.

Sep. 1992 - May 1993 Computer Teacher  
Cornelia Connelly Private School, Anaheim, California

Taught 9th grade girls Computer Science class. Created lesson plans, taught class and interacted with facility, parents and students on the progress of students. Technology involved was Apple IIe computers and the AppleWorks program. Lessons were wrapped around the computer itself, word processing, spreadsheets and databases.

Sep. 1990 - May 1992 Computer Operations  
Fairmont Private School, Anaheim, California

Maintaining the school’s computer systems, Responsibilities included running the school management system for enrolling and tracking students. Installed the first network for the business office.

Jan. 1990 - Jan. 1991 Owner  
Computer Price Club, Westminster, California

Owned and operated a mail order computer products business. Collected and consolidated electronic versions of various vendor's catalogues of products. Reorganized the data and produced printed catalogues to be handed out at computer shows and various other computer-oriented meetings.

Jan. 1980 - Jan. 1991 Owner  
Aud Computer Services, Stanton, California

Provided consulting and programming services to small businesses in the Southern California area. Supplied development, network, computer repair, training and customer programming services.