

**Frank Pinder** (fpinder@comcast.net)  
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**Objective:** Position in management or Electronic Data Processing (EDP), Software Engineer or relative field, where my software skills and leadership can be effectively utilized and contribute to the organization.

### **SUMMARY OF QUALIFICATIONS**

Experience in Electronic Data Processing (EDP), business data processing, accounting and administrative functions, microcomputer software, Hardware/Software interface, and IT project Management. Proficient in Database, DOS, Mainframe, Windows Server, UNIX and Network. Skilled in programming; .Net (ASP.NET, VB.NET), C, C++, Pascal, Fortran, Java, JavaScript Assembly Language, Cobol, IBM Mainframes, Perl, Smalltalk, HTML, SQL, ASP, Web Design (Macromedia software, XML, etc), Visual Basic SQL Reporting Services, Visual Studio, Cloud, MFA (Multi Factor Authentication), etc.

### **EXPERIENCE**

#### **Internet Solution Bureau Chief California Department of Social Services**

January 2015 –Present

As the Internet Solution Bureau Chief, I am responsible for the Department's Internet, Intranet and Extranet activities and the successful functioning of each of the platforms. Responsible for the application development and maintenance of the major Department's Internet systems. Also, responsible for the development of policies as they relate to Internet usage within the Department and all Internet software standards, maintenance of all applications. Ability to work well in a team, manage concurrent assignments in a fast-paced environment, be adaptable to changing priorities, and work collaboratively with both technical and non-technical Staff.

Maintaining cooperative relationships with managers, team members, IT staff, contractors, vendors and all customer levels to provide clear leadership in implementing and supporting IT solutions. Leading and managing IT solutions using Microsoft products such as Visual Studio, TFS, IIS, .Net, and other tools such as Java, JavaScript, native mobile tool sets, web technologies and Cloud implementations.

Plans, organizes and directs the efforts of the Bureau, which provides all Internet support to the Department.

- Oversees the development of the most complex Internet application development, which includes customer consultation, needs analysis, design, testing, training and implementation of the systems. The systems include the web application, the database interface and often interfaces with the Department's mainframe computers.
- Responsible for the development of policies and standards as they relate to both Internet software development and the appropriate usage of the Internet by CDSS staff (in conjunction with the Information Security Officer (ISO)).
- Responsible for security for all Department web servers. This includes oversight and deployment of all security patches and upgrades on the servers and day to day logging of activity on the servers and on the CDSS websites.
- Responsible for negotiations and contract management with vendors for product development and project management. Ensures that Bureau resources are coordinated, and projects are brought to successful conclusion.
- Oversees initiatives in Cloud applications and services for the Department, conducting research, making recommendations and leading the implementations. Oversees all mobile applications for the Department, including but not limited to native IOS, Android and Web technologies.
- Oversees the development of Internet and Intranet related projects and ensures that all the Governor's requirements for Internet sites are met. Serves as an advisor and working member of the CDSS Internet users' group, participates in various Internet related groups, frequently makes presentations to these organizations about CDSS and its' Internet platform and applications.
- Consults with the Department's Resource Managers, Business Managers and other program and division managers to identify Department and program goals and priorities and recommend where and how Internet related resources meet Department needs.

**Strategic Initiative Manager/Mobile Device Manager**  
**Department of Food and Agriculture**

December 2012 – January 2015

Identify urgent, temporary business need to manage the Emergency Response to Asia Citrus Psyllid (ACP) using Mobile Devices, document management, and Statewide Surveys. Participate in CDFA strategic plans to reduce contracting, procurement and invoice paper files. Maintain knowledge and understanding of mobile tablet and cellular technology, IT collaboration tools, asset and reporting applications, power management and encryption software, ticket/issue tracking systems, Knowledge management systems, problem management systems, and communication systems. Additionally, the incumbent must have an appropriate knowledgeable in SAM and SIMM policies and requirements.

- Manage the development of IT solutions and implementation of over 700 mobile devices specific to the emergency response to Asia Citrus Psyllid.
- Act as the technical liaison with program and division management, other CDFA IT staff, business partner and stakeholders.
- Serve as Mobile Device Manager for the Electronic Plant Trapping System to develop a CDFA system in response to the ACP emergency.
- Serve as Document Management System coordinator responsible for initiating Business Analysis.
- Coordinate the compilation of information gathered from the project team to facilitate the reporting process.
- Provide design and analysis of survey questions in support of the department's strategic plan.

**Staff Information Systems (Supervisor)**  
**Department of Food and Agriculture**

December 2011 – December 2012

Provide special support for the PDR system and senior biologist. Assist in the review of application develop by contractors in C# and .net. Additionally, serve as a technical specialist on the Pest and Damage Record (PDR) and Pest Exclusion Information Management (PEIM) systems enhancements. Review code delivered by contractors for accuracy, conformity with department and state standards and specification, security, and documentation. Continual technical analysis of the system to provided recommendations for future updates and enhancements. Provide training support and documentation.

**Systems Software Specialist III Supervisor**  
**Employment Development Department**

December 2010– December 2011

Under administrative direction of the Data Processing Manager III, the incumbent will act as supervisor over staff in the BAS group. The incumbent will lead integration engineers who architect, build and maintain all EDD's distributed intranet and Internet applications development, test and production environments, specializing in the Microsoft Windows and Microsoft SQL architectures. The incumbent will also be responsible for providing leadership to the Document Management Systems (DMS) environment, which is the most critical application hosting environment in EDD. The BAS group within the CSS represents the future foundation for all applications development projects and solutions for many of EDD's critical financial and business processing as it relates to the Departments service delivery and e-Government strategies. BAS staff either lead or participate in all the Department's technology projects. The incumbent must ensure that all BAS staff (Total of 21 staff) coordinates all solutions prior to implementation with the Network and Security Section and the Infrastructure Support Services Section to ensure a seamless integration with enterprise core server systems and the statewide network. The incumbent is also responsible for coordinating with management in other organizations to develop processes, standards and best practices that will leverage and exploit the application development/test tools and environments into a single physical environment to be shared and extended across all EDD applications development projects.

The incumbent is responsible for directing the development of solutions architecture in the design and usage of an enterprise application development environment. The incumbent must ensure the integration with the network operating systems and direct the development of procedures for one-to-many multi-staffed development projects, application versioning, components and application installation. The incumbent will guide the monitoring and tuning the performance of applications, coordinating, testing and verifying backup and recovery procedures, providing technical assistance and consultation to the BAS and application development staff and provide troubleshooting and problem resolution direction. The incumbent will also direct the development and publishing of application hosting standards and procedures. The incumbent directs the BAS staff to perform the most complex analytical, technical design, integration, implementation, installation, maintenance, and performance activities to support EDD's Windows applications development, and document management system and remittance processing, test and production environments.

The incumbent contributes toward the growth of the Information Technology Branch into a customer-focused, service organization by following Branch Cultural principles and by providing constructive feedback to others within the Branch regarding the application of those principles.

**DATA PROCESSING MANAGER I**  
**Department of Food and Agriculture**

August 2008 – December 2010

The DPM I, provides leadership and oversight for Help Desk requests, including the deployment, troubleshooting, and repair of computer workstations; installation and configuration of desktop software; and, assisting with network access and security. Oversee and direct staff responsible for Service Desk, Desktop, and Mobile Computing support within the Office of Information Technology Services (OITS), California Department of Food and Agriculture (CDFA).

The Data Processing Manager I (DPM I) delegates and monitors staff workload to ensure that IT incidents and requests are acknowledged, addressed, and resolved accurately and timely; independently handles complex IT special projects and oversees the proper analysis, configuration, installation, implementation, and documentation of departmental IT systems and services; and is responsible for advanced and substantial technical decision-making, and provides mentoring and leadership in the areas of staff career development, work strategy, and process improvement.

The incumbent must supervise subordinates, maintain discipline, evaluate staff performance, monitor multiple simultaneous activities, and maintain effective communications with supervisors and customers to ensure that IT service delivery is professional and consistent; and will participate in making recommendations and decisions regarding personnel staffing.

Strong management, leadership, interpersonal and technical management skills; Ability to manage multiple projects, to work well as part of a team, and work independently; Knowledge of project management principles; Working knowledge of the ITIL processes.

**Staff Programmer Analyst**  
**Office of Statewide Health Planning and Development**

November 2006 – August 2008

As a Staff Programmer Analyst serve as the technical lead coordinator to provide extensive knowledge and expertise in the Software Development Life Cycle (SDLC) and Operations for OSHPD Enterprise Systems. Performs and oversees the technical matters required in programming, planning, developing, implementing, and maintaining the most complex analytical studies and activities related to the Application Systems Architecture; technical lead developer in the Application Systems group.

- Web Server Administration/Maintenance/Troubleshooting Skills
- Database Server Administration/Maintenance/ Troubleshooting Skills
- Application Server Administration/Maintenance/ Troubleshooting Skills
- MS Visual Studio, .NET programming skills
- Data Security knowledge and skills
- Strong leadership skills
- MS SharePoint Services design and operations
- ORACLE database programming and administration
- MS SQL Server database programming and administration
- Business Objects or other data warehouse reporting tool programming
- Informatics or other ETL tool programming

**Associate Programmer Analyst**  
**Office of Statewide Health Planning and Development**

October 2004 – November 2006

As an Associate Programmer Analyst, I plan, designs, builds, tests, implements, and maintains distributed multi-tier applications using Object Oriented Analysis and Design, Microsoft .NET framework, VB .NET, ASP.NET, ADO.NET, COM+, XML/XSLT, and Web Services. Perform and oversee the technical aspects of designing, coding, testing and installing mission-critical web and client server-based applications. Work closely and effectively with clients throughout the development life cycle, employing Object Oriented analysis and design and rapid application development methodologies to implement applications within budgeted costs and schedules. Undertake research and development projects to evaluate and test new and emerging IT products and tools.

- Knowledge of Microsoft Visual Studio .NET IDE
- Web Database, and Server Administration Skills
- Knowledge of Object-Oriented analysis and programming
- Knowledge of XML, XSL and Web Services
- Knowledge of ITS Security
- MS SQL Server Database Programming (TSQL)
- MS Windows
- MS ISS, MS SQL Server, ORACLE Administration and Tuning

**Associate Information Systems Analyst**  
**State Compensation Insurance Fund**

September 2003 - October 2004

As a Web Developer I developed, administer and maintain the web site to meet operational needs and corporate goals. Analyze, resolve, and coordinate web support and troubleshooting issues. Installed, test and maintain hardware and software for the testing area. In-Depth Knowledge and experience with Internet development tools, XML, HTML, VRML, Java, Java Scripting, ASP, Active X Control. Experience with Databases (Oracle, SQL Server, etc) administration procedures and tool. Maintain and administrator SQL Server Database.

**Web Designer Engineer**  
**FAP Web Design**

January 2002 – September 2004

As an independent contractor/freelance web designer engineer, I provided support and designed web sites according to today industry standard using the following tools/scripts Macromedia tools, XML, JavaScript, CSS, HTML, ASP, etc.; to help companies (e.g. Windows Boutique, Marine Salvage, Muffler and More, etc) reach more customers and increase revenue.

As an example, I develop a form for Marine Engine Salvage in Stockton. This form connects to the Form Mail v.191, which functions as an e-mail gateway that parses the results of any form and sends them to the specified users. This allowed the customers in foreign countries and the United States to provide information on a part request without the need to have an email client or a web-based email.

**Software Engineer**  
**Proactivenet**

April 2000 - December 2001

Provide support on the Proactivenet server to monitor their entire infrastructure in real-time and even anticipate performance degradations before they become apparent. Possess extensive knowledge of the application development life cycle. Created application design documentation and program code to effectively create test plans and test scripts. Verify the usability of the server with the various Web Server Application, including the ATG Dynamo application server, Web logic server, Broadvision server, Apache Web server, Internet Information services, and Netscape Web server on Windows and UNIX environment. Create programs to stress test the Web servers and verify the data provided by the Proactivenet web server.

As an example, I develop a program in java using Threads that allowed simulating customer connecting to the preceding servers. The program gave us the opportunity to determine the usability of the company software before delivering it into the market.

**Programmer Analyst**  
**Excite@Home Network**

July 1999 – April 2000

Provide support to Excite@Home and MSO partners in the operation of back-office provisioning and billing applications, construct hoc reporting tools, assist with the design and development of tools including database SQL programs and Unix shell scripts. Use SQL, UNIX 'C', Bourne, and ksh shell scripting languages and Oracle DBMS and Crystal Reports.

**Technical Support Manager**  
**Excite@Home Network**

June 1998 - July 1999

Responsible for providing network supports and site monitoring for @Home customers. Troubleshooting high-speed line troubles, network equipment, and telco equipment with customers and Telco's; working directly with the @Home Network Operations Center to identify backbone problems such as BGP routing issues, packet loss issues, and HUB equipment failures to overload situations. Additional responsibilities include participating in mentoring new hires and providing ongoing training for peers on network topology/technology, products and services and contributing to the production of internal training materials and product /service information needed to support @Home customers.

As an example, I developed an internal HTML help view/ database that was instrumental in reducing the amount of time (at least by 25%) the Technical Support Representative took to help the customers. Supervised and mentor 30 Technical Support Representative.

- Complete familiarity with Mac and PC software and operating systems, POP Servers/Clients, sending mail, strong UNIX systems experience; and strong working knowledge of the Internet.
- Experience working with Internet applications and telecommunication high speed troubleshooting

**Technical Support Specialist**  
**Office of Information Technology**  
**College of Notre Dame**

February 1997- June 1998

Responsible for Installation of software and hardware on PC desktop and laptop computers to an Ethernet network using TCP/IP protocol. Help solve various problems related to use and configuration of computers. In-depth Knowledge of PC hardware and software application and knowledge of Windows, network protocol and configuration.

**Software Production Specialist**

March 1996 – May 1997

**Lucent Technologies**

Performed Translations projects analysis - Applying a thorough knowledge of all phases of the Lucent Business Translations Process to determine the scope of work for each task. Planning and resource allocation - Determined applicable process steps, resources required, and special instructions required to complete tasks designated by the Localization Engineer

- Cost analysis - Determining the most cost-effective method.
- Source analysis - Analyzing customer source languages input files and hard copy to determine acceptability for the Business Translations process.
- Front-end analysis - Creating electronic difference checks and analyzing their results for translation effort.
- Software Localization - Participate in language conversion and quality assurance of software products.

**Computer Specialist**

November 1994 – September 1995

**Naval Postgraduate School****Computer Science Department**

Provide programming support using C programming language in a modern UNIX workstation environment. Assist in programming design and development effort for a variety of applications that include computer graphics, X Window interface, Networking, and database systems. Provide system administration support, which include software installation and maintenance. Perform system operations and develop operating procedures.

- Review and maintain accounting information generated by the system.
- Assist in system backup and recovery, monitor and report computer status and performance.

**Computer Operator II**

January 1991 - November 1994

**CTB McGraw-Hill**

Operated printers and printer related equipment provide direction to Printer Operator and trained new operators.

- Monitored system consoles and tape drives.
- Handled troubleshooting concerning machine utilization, reruns and production work.
- As a Computer Assistant developed spreadsheets and database to maintain the complex inventory software products on Macintosh and IBM computers.
- Trained personnel on the basic functions and procedures of Database and Spreadsheet.

**Control and Accounting Specialist – Manager/Supervisor** November 1985 – January 1991**US Army**

As a Control and Accounting Specialist, I was responsible for keeping inventory of over two million dollars of supply as well as supervising and training soldier in all aspects of leadership.

- Responsible for mentoring, training and supervising 40 Military personal.
- Graduate of the Army Leadership Development School

**EDUCATION**

Master of Business Administration - University of Phoenix - 2012

BS Computer Science and Minor in Business Administration - College of Notre Dame – 1998

Project Management Professional Certification – 2014

Integrated Leadership Development Program (IDL) CPS HR - 2013

AS Computer Information Systems - Monterey Peninsula College - 1995

AS Computer Technology - Monterey Peninsula College - 1994

State of California Basic Supervision Part I and II - 2008

US Army Pre-Commission Diploma

US Army Primary Leadership Diploma