**Jack Crews**  
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**Software Craftsman**

With over 12 years of experience building solutions I have refined the craft of software development. I’ve led a number of teams through successful deployments in a variety of industries including telecommunications, publishing, insurance, marketing and health care. Having worked with teams that span the world I understand how to effectively implement the processes and practices necessary to deliver software rapidly. Topics I am currently passionate about are agile, lean, cloud computing, RESTful architectures, continuous delivery and scalability.

**Qualifications Summary:**

**Practices**

XP, Scrum, TDD, Pairing, Stories, Iterative, Continuous Integration, Stand-ups, etc

**Technologies**

Java, JUnit, Mockito, Powermock, JEE/J2EE, ORM, JPA, Hibernate, REST and SOAP Web Services, EJB, Servlets, Seam, JSP, JSTL, JSF, JMS, Spring, SQL, HTML, CSS, XML, LDAP, Ant, Maven, Android, UML, AJAX, Struts, Tiles, Swing, Javascript, C++

**Applications**

Eclipse, Glassfish, JBoss, Tomcat, Weblogic, Subversion, CVS, Git, Perforce, Jenkins (Hudson), MySQL, PosgreSQL, Oracle

**Services**

Amazon Web Services (S3, EC2, RDS, CloudFront, EBS, CloudWatch), Twilio, Twitter, Facebook, AuthSMTP, Android C2DM, bit.ly

**Certifications**

Sun Certified Programmer for Java 2 Platform June 2001  
Sun Certified Developer for Java 2 Platform August 2001  
 Sun Certified Enterprise Architect for J2EE Technology December 2001  
 Sun Certified Web Component Developer July 2003  
 Sun Certified Programmer for Java 2 Platform 1.4 August 2003  
Sun Certified Business Component Developer for J2EE 1.3 July 2004  
 Sun Certified Web Component Developer for J2EE 1.4 April 2006  
 Sun Certified Programmer for Java 2 Platform 5.0 April 2007  
 Agile University Certified ScrumMaster December 2007

**Education**

Bachelor of Science, Computer Science  
December 2000  
Colorado State University  
Fort Collins, CO

**Experience Summary:**

McKesson Senior Software Engineer Broomfield, CO  
Liquid Media LLC VP of Engineering Dacono, CO  
British Telecom Americas Software Craftsman Dacono, CO  
Policy Studies Inc. Lead Software Engineer Denver, CO  
ICAT Managers Lead Software Engineer Boulder, CO  
Primedia Business Lead Software Engineer Overland Park, KS  
Sprint Software Engineer Overland Park, KS  
Agilent Technologies Software Engineer Fort Collins, CO

**Experience Detail:**

Senior Software Engineer 08/11 – Current  
McKesson (Broomfield, CO)

* Software Development  
  Worked on a health care application that enables hospitals, insurance companies and laboratories interacted in a more efficient way. Technologies we used included Java, Flex, Groovy, Hibernate, Team City, etc.
* Research  
  Performed a spike to identify a way to reduce the custom development needed to onboard new customers. The recommendation I proposed was accepted by the team.

VP of Engineering 07/10 – 08/11  
Liquid Media LLC (Dacono, CO)

* Platform Architecture  
  Designed an online platform that enables businesses to communicate with their consumers. Quickly delivered functionality to customer by leveraging open source and SAAS services. Designed a RESTful architecture that enabled communication between our web and mobile presence. Utilized cloud computing infrastructure.
* Technical Lead  
  Responsible for leading and coordinating multiple teams located around the world. Ensure that the server, Android, and iPhone teams are in alignment. Developed new or challenging portions of the platform. Researched new technologies and kept abreast of technical trends. Trained other developers on new technologies, design patterns, practices, etc.
* R&D Management  
  Worked with marketing, sales and support to ensure we were delivering what they need. Recruited and negotiate local and off-shore contracts. Collaborate with co-founders to determine company strategy.
* Operations  
  Setup, deployed and maintained the production environment in a cloud infrastructure. Setup and configure our build and test environments to enable automated regression testing.
* Agile/Lean  
  Practiced and taught agile values, principles and practices within the development team. Applied “lean” principles throughout the company to incorporate customer feedback into the product quickly.

Software Craftsman 04/07 - 07/10  
British Telecom Americas (Dacono, CO)

* Web Services  
  Developed and enhanced RESTful and SOAP web services exposed to external customers. Capabilities we exposed include SMS, voice, conferencing, and user management.
* Security  
  Responsible for configuration of the XML security gateway that enables authenticated and authorized web services to be forwarded to various services.
* Production Support  
  Developed monitoring and management functionality for the various services to ensure system availability. Assisted customers using our site to resolve their problems.
* Distributed Agile Team  
  Worked with teams around the world to develop software, share ideas, collaborate and refine our agile practices. Gain a greater understanding of software development principles, values, and practices.

Lead Software Engineer 12/06 - 03/07  
Policy Studies Inc. (Denver, CO)

* Business Process Analysis  
  Performed analysis on a large set of use cases to determine the business processes needed.
* Design documentation  
  Created design documents based on use cases. Reviewed many other developer designs.

Lead Software Engineer 07/05 – 12/06  
ICAT Managers (Boulder, CO)

* Developed J2EE Web Application  
  Designed and led a team of developers in building a custom contact management application that integrates with other applications. Implement business rules necessary to properly authorize clients of the customer facing application.
* B2B Web Application  
  Facilitated the transition of an outsourced application to be supported internally. Replaced 8 legacy applications with this centerpiece application.
* Provide Support  
  Supported various applications in development, QA and production environments. Solved complex integration issues between applications. Deployed new releases on a regular basis. Responded to any server problems or outages. Responded to escalated customer support issues.
* Miscellaneous Tasks  
  Performed tasks such as resource planning, establishing and maintaining code standards, product analysis, mentor other developers, configuration management, presentations, etc.

Lead Software Engineer 10/03 – 06/05  
Primedia Business (Overland Park, KS)

* Developed J2EE Web Application  
  Designed and lead a team of developers in a redesign project to replace an existing web application. The new site www.equipmentwatch.com is a data intensive B2B application with complex data and calculations. The new website performed 5x better than the legacy system.
* Defined Software Development Process  
  Established an iterative release cycle that allows the customers to determine the priority of enhancements and bug fixes. Increased the level of quality by incorporating more consistent automated unit and application testing. Introduced use cases as a means of defining requirements and enabling communication.
* Increase Developer Productivity  
  Replaced a complex build process with an automated build process. Replaced JDBC code with Hibernate. Reduced code duplication dramatically. Provided mentoring for other developers.
* Provide Production Support  
  Ensured application availability met our SLA. Configured monitoring software to provide notification of problems. Deployed new releases on a regular basis. Respond to any server problems and outages. Responded to escalated customer support issues.

Software Engineer 1/01 – 10/03  
Sprint (Overland Park, KS)

## Customer Data & Privacy Management Infrastructure Service Involved in many phases of this project including requirements analysis, design, development, testing, roll-out, and support.

* Application Security Architecture  
  Developed a security service infrastructure for various enterprise applications to share. This implementation was J2EE based. During functional test only 2 defects were found.
* Researched Java Messaging Service  
  Participated in research regarding the MQ Series JMS implementation. Transferred that knowledge to a team doing a product evaluation.
* Performed Research of System Flows  
  Led a team to document the current state system flows of the enterprise integration system. This information was used to identify ways to improve the enterprise architecture.
* Enterprise Reusable Component Catalog  
  Participated in an effort to implement a program to encourage reuse across many organizations in Sprint.

Software Engineer 5/00 – 12/00  
Agilent Technologies (Fort Collins, CO)

* Troubleshooting Utilities  
  Analyzed, designed, developed, tested, documented, implemented, and maintained utilities to increase the supportability of Firehunter, Agilent’s network service monitoring software.
* Customer Support  
  Worked with customers to solve problems. Communicated with customers and the development team to solve problems.