Tom Wells
Chief Technology Officer - UBL Interactive, INC

Tega Cay, SC - Email me on Indeed: indeed.com/r/Tom-Wells/709a3661fecc7ad7

Authorized to work in the US for any employer

WORK EXPERIENCE

Chief Technology Officer
UBL Interactive, INC - April 2010 to Present

Active hands on member of the executive team.
♦ Active and hands-on with all team members.
♦ Responsible for IT Strategic Planning, Budget/Vendor Oversight,
♦ Responsible for managing teams covering the following areas
• Network Administration
• Database Administration
• Software Development
• Quality Assurance
• 24x7 System Support,
• Information Security, Upgrades and Migrations
• Private Cloud Environments
♦ Responsible for implementing Best Practices for all area under my management.
♦ Managing teams local, telecommute and off-shore teams.
♦ Responsible for recruitment, training and performance management of team members.
♦ Responsible for PCI and SOX compliance.

Department Manager - Traffic Division
DataTech Systems, LLC - May 2008 to April 2010

Responsible for IT Strategic Planning, Budget/Vendor Oversight,
♦ Responsible for managing teams to cover the following areas
• Network Administration
• Database Administration
• Software Development
• Quality Assurance
• 24x7 System Support,
• Information Security, Upgrades and Migrations
♦ Responsible for implementing Best Practices for all area under my management.
♦ Responsible for maintaining several high volume sites with traffic in excess of 300 million visitors monthly
and department revenue in excess of 12M a year.
♦ Responsible for recruitment, training and performance management of team members.
♦ Responsible for department 2M budget needs.

Sr. Software Development - Architecture - Product Management - QA Testing - Sr. Network Engineer
InSite Business Solutions, Inc - October 2007 to May 2008

Standardized development language to C#
♦ Expanded current server environment to load balanced Active Directory Domain.

- ♦ Developed Medical SAAS and Real-estate Property management application
- ♦ Introduced global SCRUM Process for managing the development lifecycle.
- ♦ Implemented a software repository to protect the software code.
- ♦ Responsible for recruitment, interviewing and training.
- ♦ Responsible for architecture and design of new applications

Software Development Manager
LendingTree, LLC - November 1999 to October 2007

Software Developer/ Architecture
- ♦ Main function is to develop software applications using ASP, ASP.NET, VB, VB.NET, C#
- ♦ I maintain several applications in the RealEstate.com.
- ♦ Software Architecture of new applications
- ♦ Custom Enterprise Application for Wachovia

Production Support
- ♦ Managing the flow of production issues in and out of the team to control communication flow and to verify that the production issues are actively being worked on.

Development Manager
- ♦ Responsible for managing a team of software developers developing application in VB, VB.NET and C#.
- ♦ Responsible for recruitment, training and performance management of team members.
- ♦ Responsible for performance management of team members.

Intranet Developer
PGA Intranet - June 1999 to November 1999

Main function was to provide structure, documentation and training to the Helpdesk.
- ♦ This included developing the PGA Intranet site to create a knowledge base for helpdesk personnel to track and document issues. Also used as an on-line reference guide.
- ♦ Set up Intranet site for Helpdesk and Technicians to utilize the database of all problems and procedures.
- ♦ To create the web page used Microsoft FrontPage 98 and 2000; and Access 97 and 2000 as the database.
- ♦ Set up IIS 4.0 to run Intranet site.
- ♦ Utilized SQL Server.

Network Administrator
- ♦ Added, deleted and created user accounts on Windows NT Platform, as well as checking log on scripts for problems.
- ♦ Utilized CompuServe for Dial-Up issues.
- ♦ Verified that all computers where Y2K compliant.

Tier II Support - Webmaster/Developer - Project Manager - Software Tester
Microsoft - May 1998 to July 1999

Troubleshot issues pertaining to Microsoft's web sites: msn.com, microsoft.com, and Windows 98 up-date site.
- ♦ Resolve customer issues in a timely manner with the best customer service possible.
- ♦ Reproduced bugs/created problems that the users where having and walked them through correcting the issue.
- ♦ External customers would call with error on Internet page and I would review code, reproduce problem and troubleshoot the code.
- ♦ Determined what was wrong with the page, server, or client's machine utilizing Visual Interdev, Network Monitor, reference books, MS only Internet tools (created by Microsoft developers for internal use only).

♦ Worked problems with external clients until the problem was resolved.

♦ Troubleshot SQL Server - ODBC errors from a web page that would hit the SQL Server.

♦ Utilized ASP, VBScript, Active X, and JavaScript to troubleshoot Windows 98 updated version. (Figure out error and fix it)

♦ Member of the Beta Test Team for Windows 98, Windows 98 second edition, Internet Explorer 5, Internet Explorer 4.5 for Mac, Windows 2000, and Office 2000.

♦ Wrote learning documents and knowledge based articles for Windows 98, Windows 98 se, Internet Explorer 5.0, Internet Explorer 4.5 for Mac.

♦ Webmaster /developer of an internal site for engineers administering Internet Explorer.

♦ Manage content delivery for internal site.

♦ Worked closely with teammates, local and cross-site, on reoccurring issues for a way to resolve in a timelier manner.

Excellent problem solver

Gateway Computers - October 1997 to May 1998

October 1997 - May 1998

♦ Supported external incoming calls and resolved customer issues in a timely manner with the best customer service possible.

♦ Developed/delivered training.

♦ Helped teammates that where having a problem in solving issues.

♦ Acted as supervisor when needed.

♦ Managed projects.

Excellent problem solver:
Experienced in taking a project from requirements phase to design and development to deployment and then to maintenance and support mode with multiple and proven commercial successes

EDUCATION

Masters in Information Systems
University of Phoenix
2016 to 2018

Bachelor of Science in Business Management
University of Phoenix
2012 to 2014

Associate of Arts in Information Technology
University of Phoenix
2010 to 2012

LINKS

http://www.linkedin.com/in/yourhmfic

ADDITIONAL INFORMATION

Management skills:
People, project, product planning, team building, technical leadership

Software design:
Software requirements, specifications, architecture QA engineering

Communication skills:
Proven ability to maintain the best relationship with Sales, Marketing & Support organizations

Programming Languages:
C#, SQL, VB.Net, Visual Basic, Python, Soap, Perl, PHP, LINQ, MVC,

Technologies:
Cryptography, LDAP, VLAN, Diagramming, Source & Change Control

Microsoft Tools:
Visual Studio 2010, Visual Studio 2008, Visual Studio 2005, SQL Server 2005, .NET, Win32 API & SDKs, MFC, COM, ODBC, Visio

WEB Development:
IIS, ASP.NET, ASP, HTML, XML, XSL, VBScript, AJAX, JavaScript, SQL 2005, SQL 2008 R2, SQL 2012 MySQL, Reporting Services

Server Technology:
Windows Server […] Active Directory, Hyper-V

Network Technology
Routers, Switches, ATM(Asynchronous Transfer Mode),
T1, T3, VOIP

E-Commerce
Magento Shopping Cart - Search Engine Optimization - Search Engine Marketing

Cloud Technologies
Windows Azure, AWS