Kevin Brown

Peyton, CO 80831| 719-360-1494 |kevinb7000@gmail.com

Software Engineer

Proven Software Engineer with extensive experience in requirements gathering, design, implementation, and deployment of complex highly available software systems for the telecommunications industry. Collaborate with internal and external cross-functional teams to drive quality software releases aligned with customer requirements.

Core Technical Competencies

Languages	Javascript|Java|J2EE|C
Web Servers	Apache Tomcat
Version Control Systems	GIT|CVS|SVN|Clearcase; Ant|Make
Platforms	Unix|Linux|Windows, Nuance Speech Recognition
Web Development	HTML|CSS |XML|VXML|XSL|GRXML|jQuery|AJAX|JSON
Programs	Microsoft Office (Word, Excel, PowerPoint, Outlook Visio)
Shell Scripting	ksh|csh|bash|perl|sed|awk

Professional Experience

University of Denver –Denver, CO   **09|2019 – Present**
Full Stack Web Development
Rigorous web development course covering full stack web development including HTML5, CSS3, JavaScript, jQuery, Node.js, PHP, Laravel, Express.js, React.js, Database Theory, MongoDB, MySQL, and Git.

RELX Group – Miamisburg, OH   **06|2015 – 08|2019**
Consulting Software Engineer – RETS RELX Technology Services
Accountable for IVR design|development of new IVRs for internal business customers using Avaya Experience Portal |Orchestration Designer | Avaya Breeze | Avaya POM Outbound Campaign designer tool.
- Developed and maintained voice self service applications on the Avaya Experience Portal platform.
- Ported legacy IVRs from WebSphere to Avaya Experience Portal.
- Developed custom SMS solution integration with multiple 3rd party cloud communications service providers to provide SMS capabilities from within the Avaya Experience Portal platform.
- Implemented outbound email module that optionally leverages 3rd party carrier lookups to deliver email and|or SMS messages to recipients.
- Developed and supported a Preview Dialer solution that integrated Avaya POM with the Syntelate agent desktop application.
- Created and supported multiple outbound campaigns optimizing technology solutions that exceeded customer satisfaction.
- Designed a custom file upload webpage for use by the various businesses to upload contact lists for outbound campaigns.
- Conducted user training for both agents and supervisors resulting in high performance metrics.

Verizon – Colorado Springs, CO   **11|1997 – 04|2015**
Senior Engineer, **Development Team Lead-**Internet Engineering - (10|2005 – 04|2015)
Delivered speech automation solutions to Fortune 500 firms including hiring developers, mentoring team members, providing management reports, and creating and implementing team development procedures.

Verizon, Cont.

- Delivered a solution for a Fortune 100 Health care organization including defining requirements and design for a speech decision management application including analyzing the customer's legacy design documents, validating Statement of Work (SOW) requirements and creating a call flow architecture
- Collaborated with the customer's regional IT groups in order to learn and evaluate existing back-end system interfaces to incorporate into the design.
- Conducted regular internal design meetings with the Verizon development team to communicate integration requirements to the proper execution teams.
- Led weekly design review meetings with the customer's various regional teams to ensure customer satisfaction aligned with customer agreements.
- Designed and developed novel speech applications using Java, JSPs, VXML, GRXML, and Java Script for
- server-side applications that supported database access using Java, C#, and ASP .NET for a variety of Fortune 500 firms.
- Developed complex custom grammars for these applications from customers' raw data. I helped develop, document and delivered effective deployment and trouble-shooting that ensured highly reliable service operation and customer satisfaction.
- Led the migration of all existing legacy speech applications to a new Verizon internal platform.

Software Engineer - Voice Portal Platform Creation (11|1997 – 10|2005)
Designed and developed Java software to implement MCI's first VoiceXML IVR platform resulting in MCI's entry into the $100M VoiceXML market using multiple target user interface formats, such as VoiceXML, WML, and|or HTML.

- Created proof-of-concept (POC) applications and participated in pre-sales meetings to launch the product as a feature-rich, cost-effective alternative to traditional IVR.
- Developed Java software to interface with a 3rd party text-to-speech (TTS) engine and automate the translation of text to audio that significantly reduced the frequency of interaction with the TTS engine and licensing costs by more than 50%.
- Developed Java software to generate large voice grammar files from dynamic customer data, resulting in significant savings in operating costs.
- Accountable for the installation and regression testing of platform upgrades, individual module upgrades, and the deployment, regression testing, and maintenance of customer applications on the platform for a 24x7 high availability environment.

Additional Relevant Experience

TRW – Colorado Springs, CO
Software Engineer
Developed various interactive displays using C++ for a training simulation system used by the Air Force Space Command as a part of the GUI application team. Conducted one-on-one user training for the displays and served as an adviser to both military officers and civilian staff members during the war gaming exercises.

Education

Bachelor of Science, Computer Science - California State University of Fullerton – Fullerton, CA

Certifications and Clearances

ITIL V3 Foundation   Secret Security Clearance (expired)

US Patents

Patents: 7,953,598 and 8,145,485- Grammar Weighting Voice Recognition Information