Kevin Brown

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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

Coding Proficiencies	Javascript	Java	J2EE	C	ksh |csh| bash	perl	sed	awk
Web Servers	Apache Tomcat	Node
Version Control Systems	GIT	CVS	SVN	Clearcase	Ant	Make
Platforms	Unix	Linux	Windows	Nuance Speech Recognition	Avaya
Web/Voice Development	HTML	CSS	XML	VXML	XSL	GRXML	jQuery |Express	JSON	node.js
Databases	MySQL

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, and maintenance of new voice user interfaces for internal business customers using Java, javascript, as well as implementing Call Center technologies including call flow & routing, IVR/ACD scripting and Dialer products.

Achieved PCI compliance of company self-serve billing voice systems by creating new versions of the voice user interfaces and integrating them to the backend billing systems using Java, javascript, and JSON technologies.

Increased company voice system stability, availability, and security compliance by migrating existing voice user interfaces to a new cloud based solution using javascript and Java technologies. As part of this effort I also increased efficiency of maintenance activities by publishing multiple process documents for use by the operations team.

Increased efficiency of customer bulk data uploads by creating a browser based interface that enabled customers to quickly load their customer data into the backend of their respective applications using HTML, CSS, and javascript.

Enhanced the existing product set by developing new SMS and email solutions that leveraged third party offerings thereby greatly reducing the monthly fees incurred by using the existing services using Java and javascript.

Increased customer satisfaction by assuming the lead role in requirements gathering, design, and development and acting as the liaison between internal teams and external service providers in an effort that migrated the existing call center and voice platforms to a new cloud based platform which greatly increased reliability and maintainability while also decreasing costs.

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.

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.

Additional Relevant Experience
TRW – Colorado Springs, CO
Software Engineer
Developed interactive displays using C++ for a training simulation system used by the Air Force Space Command as a part of the GUI application team.

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

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

Certifications and Clearances

ITIL V3 Foundation   Secret Security Clearance (expired)