John A. Laffey

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EXPERIENCE

PegaSystems Inc, Cambridge, MA   October 2000 – present
PegaSystems rules-based Business Process Management (BPM) technology allows customers to implement practices, processes, and procedures to help them define and run business solutions. (www.pega.com).

Principal Operations Engineer, DevOps R&D April 2010 - present
- ➢ Responsible for developing and maintaining tools and services to enable Pega's Java-based platform development teams. Primary focus on providing high availability solutions with flexibility, scalability, repeatability, and low time-cost while keeping the infrastructure aligned with Pega's product development methodology and lifecycle.
  Technologies used include:
  - o Web Application Servers: Tomcat, Websphere and Weblogic
  - o Database Systems: Oracle, MSSQL Server, PostGreSQL
  - o Operating Systems: Linux, Windows
  - o Tools: Jenkins, Docker, ANT, ElasticSearch (ELK)
  - o Virtualization: AWS (multiple certs), VMWare, OpenStack
- ➢ Sole developer and admin of DevOps' internal Ticketing and inventory tracking system.
  Developed using Pega's PRPC (v7) it provides web-based SSO and email options for creation and tracking of tickets as well as an automated interface with VMWare to keep virtual machine inventory up to date.
- ➢ Designed and maintained three generations of core development complexes; scripted regular updates to the environments; primary responsibly for isolating and debugging issues arising in the environments.
- ➢ Design templates for team resources, automate creation and deployment of virtual resources (primarily VMWare) and track usage to ensure sufficient physical components are available.
- ➢ Built and maintain test stacks for repetitive release testing
- ➢ Implemented ElasticSearch (ELK) solution for consolidated log access for developers
- ➢ Trained junior team members and managed summer interns

Senior Technical Support Engineer, Level II GCS October 2000-April 2010
- ➢ Provide primary technical support for deployment, user acceptance testing and production issues.
  Technologies used include:
  - o Web Application Servers: Tomcat, Websphere and Weblogic
  - o Database Systems: Oracle, MSSQL Server, Sybase
  - o Operating Systems: Windows, Sun Solaris, Linux and AIX
  - o JVM: Sun and IBM
- ➢ Own and drive resolution of issues reported to Customer Support by the customer; including defining and diagnosing issues towards determining the root cause and problem resolution.
- ➢ Relationship manager for Pegasystem's largest client working with the executive tier to assure timely attention to customer concerns.
  - o Manage other Technical Support staff pursuing timely resolution of all issues
  - o Maintain the highest visibility of issues with Product Maintenance to ensure timely resolution
  - o Facilitate client testing of delivered solutions to promote quick closure of items
- ➢ Serve as primary escalation point and sponsor for issues requiring further resources, and responsible for gathering additional data as required by escalation points.
- ➢ Support Pegasystems' Client Projects ensuring issue resolution to achieve financial milestones
- ➢ Build and maintain systems and databases for GCS Team
- ➢ Mentor Technical Support Engineers

CustomerDirect.com Berkeley, CA   January, 2000 - August 2000
CustomerDirect is a contract call center providing order taking, customer service, technical support and order fulfillment for vendors selling products via the World Wide Web.

Chief Technical Officer
- ➢ Oversaw the buildout of a new facility and creation of cost-effective network operations center
- ➢ Full authority over budgeting and purchasing for IT and telephony equipment
- ➢ Introduced NT LAN with Exchange for email hosting and Linux subnets for website hosting
- ➢ Hired and mentored systems administrators, technical support reps and subcontractors
- ➢ Met with prospective customers to provide technical overview of service offerings
- ➢ Oversaw technical integration concerns during acquisition of the firm, stayed on as a consultant for two months after acquisition.

The Knowledge Project San Francisco, CA May, 1999 - January, 2000
The Knowledge Project was a venture capital funded startup with the goal of establishing a web-based learning institution offering a variety of courses aimed at professional advancement as well as personal fulfillment.

Manager of IT
- ➢ Oversaw the design and implementation of the internal network architecture
- ➢ Managed systems administrators and desktop support personnel supporting 130 users
- ➢ Network technologies: NT servers with Exchange for internal use with Sun Solaris and Oracle
- ➢ Hired and mentored systems administrators as well as technical support reps
- ➢ Hired and managed subcontractors
- ➢ Full responsibility for a $3,000,000 budget as well as managing credit profile

Firesign Computer Company San Francisco, CA June, 1996 - May, 1999
Firesign's Outbound file transfer software offers customers automated, unattended transfer and conversion of data between mainframes and small systems utilizing both SNA and TCP/IP.

Manager of Customer Services/Network Manager
- ➢ Managed customer services group providing software support for the Firesign products
- ➢ Hired, trained and reviewed customer support representatives
- ➢ Planned and oversaw conversion of internal network to WinNT with Unix firewall and mailer
- ➢ Introduced emailed, internet access and the company's first web presence
- ➢ Redesigned and rewrote the company's call tracking system to provide useable metrics and reporting
- ➢ Implemented changes to track licensed software resulting in support revenue increase of $275,000 in one year
- ➢ Served on the executive team that implemented new strategic planning process for long-term decision making
- ➢ Chaired a multi-department team tasked with improving internal processes to improve response to customers
- ➢ Performed onsite installation and training for customers in the United States, England, Iceland and Ireland.

XRT Financial Systems Wayne, PA and San Francisco, CA May, 1993 - June 1996
XRT's Treasure Workstation provides cash management automation to large corporations looking to fully utilize technology to improve cash management, streamline debt management and automate bank reporting and cash movement.

Director of West Coast Client Services (1995-1996)
Assistant Director of Client Services (1993-1995)
- ➢ Hired and managed team of 10 technical support reps and one programmer providing support for the XRT product
- ➢ Hired and managed of team of 5 treasury service analysts designing and implementing solutions onsite.
- ➢ Oversaw the growth of the department from 2 to 16 direct reports
- ➢ Set up the company's first physical presence in California
- ➢ Wrote implementation specs and custom reporting routines for new customers
- ➢ Performed onsite installations and critical problem troubleshooting

American Airlines Hartford, CT February, 1991 - May, 1993
Assistant LAN Administrator

EDUCATION

Central Connecticut State University, New Britain, CT
Bachelor of Arts, 1990

AWS Certified Developer–Associate Oct 2016

AWS Certified Solutions Architect–Associate Aug 2016

AWS Certified SysOps Administrator–Associate Jun 2017

PRPC Certified System Architect, v4-2006, v5- 2008.

Dale Carnegie Leadership Training for Managers, San Francisco, CA
Certificate, 1998

Certified Netware Engineer (CNE), Philadelphia, PA, 1993