

# MICHAEL “TED” O’CONNOR II

Hatfield, PA • resume@toconnor.com • 267-209-0029 • <https://toconnor.com>

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Hands-on technology executive and software engineer with over 20 years of experience which includes leadership and individual contribution in product development, technical operations, and strategic direction for highly available enterprise solutions in regulated industries. Looking to leverage my proven technical, management, and communication skills in a new challenging opportunity.

## EXPERIENCE

**Wingspan Technology, an IQVIA Company** - Blue Bell, PA

March 2000 - March 2019

*Wingspan Technology, Inc. provides document management software for regulated industries. Wingspan was acquired by IQVIA, Inc. (NYSE: IQV) in March 2017.*

**Director of System Engineering**, IQVIA, Inc. (Mar 2017 - Mar 2019)

Named to Director role upon IQVIA acquisition and assumed additional responsibility for new production SaaS products, eREG and ePROMO, and a 4x expanded client roster (10x users) across three products.

- Managed a team that included DevOps engineers, AWS consultants, and a Splunk specialist responsible for all deployments, infrastructure configuration, automation, and system administration tasks.
- Oversaw successful migration of virtual development servers into Amazon Web Services using VPC, EC2, RDS, ELB, EFS, S3, Glacier and Route 53. Created new load testing environments in AWS and developed strategy to migrate client-facing test and training environments.
- Handled integration of Wingspan into IQVIA. Initiatives included integration of office networks, email conversions, file migration, and consolidation of third-party services.
- Led internationally distributed 10-member team and drove increased responsiveness of production support by adding off-hour support overseas.
- Drove architecture initiatives to handle a 10X increase in client load. Projects included tuning of PostgreSQL queries and ETL as primary DBA, load balancing, asynchronous loading of Solr search indexes, and automation of new tenant creation.
- Participated in client audits, RFP responses, and new client on-boarding process.
- Prepared and tracked against annual department budget.

**Chief Information Officer**, Wingspan Technology, Inc. (Oct 2013 - Mar 2017)

Promoted to CIO to lead an inexperienced operations team that lacked automation, version control, or code reviews.

Oversaw SaaS architecture and internal infrastructure for co-location data centers, VOIP, email, firewall, VPN, virtual servers, file servers, backup policies, and disaster recovery.

- Instituted the use of Puppet, Foreman, Git, JIRA, Fisheye, Packer, and Vagrant to improve development practices and automate the creation of a new eTMF environment, reducing stand up time from two weeks to two hours while improving process reliability and transparency.
- Assumed Chief Security Officer responsibilities and led improvements to security posture by introducing penetration testing, vulnerability scans and automated patches.
- Selected to facilitate Wingspan’s Change Advisory Board (CAB) that included leaders from each department. The group met weekly to approve changes to production environments that were at or above medium risk.
- Established system wide monitoring and alerting tools to enable proactive issue response.
- Streamlined ITIL and 21 CFR Part 11 compliant change control procedures with version control and code reviews for validated environments.
- Instituted new recruiting and interview processes to improve department staffing.

**Principal Technologist**, Wingspan Technology, Inc. (Feb 2005 - Mar 2013)

Promoted to co-manage engineering organization and serve as primary/sole architect and developer on Wingspan's DocWay Publisher and DocWay eArchive products that automated transfer of content between Documentum and SharePoint.

- Core team member for build of Trial Master File (TMF) for Pfizer. Contributed to requirements, design meetings, development, documentation, and led development team. Led subsequent TMF productization efforts and rewrite using open source alternatives to release it as Wingspan's first SaaS, eTMF.
- Developed DocWay's document management software to integrate Documentum with intranet portals including SharePoint, WebSphere, WebLogic and JBoss.
- Introduced cross-compiling of Java code into .NET libraries to increase code reuse by leveraging J# and IKVM.NET.

**Senior Software Developer**, Wingspan Technology, Inc. (Mar 2000 - Feb 2005)

- Performed full lifecycle custom web application development for clients in the pharmaceutical, financial and power industries. Included on-site requirements gathering, application design, deployment and UAT oversight.

**Ernst & Young, LLP** - Philadelphia, PA

August 1997 – March 2000

**Senior Consultant**

- Participated in an ERP selection process for the nation's largest grocery wholesaler.
- Trained home improvement store employees on the installation of CAD software.
- Created and presented reports to client executive teams.

## EDUCATION

**Bachelors of Computer Engineering** (Cum Laude), Villanova University - Villanova, PA

- Member of Varsity Crew Team, ACM, IEEE, Tau Beta Pi and Eta Kappa Nu.

## SKILLS

**Languages/Web:** Java, SQL, JavaScript, Go, Ruby, Bash, Kotlin, C#, Python, HTML, CSS, SSL, SAML

**Databases:** PostgreSQL, MySQL, Oracle, SQL Server, Cassandra

**Automation/Build:** Puppet, Packer, Rundeck, Foreman, Git, Bamboo, Gradle, Maven, Jenkins, Terraform, Serverless

**OS:** Linux (CentOS/RHEL), MacOS, Windows (Desktop/Server), Android, iOS

**AWS:** EC2, RDS, Aurora, ELB, S3, EFS, Glacier, Route 53, Lambda, Elastic Beanstalk, VPC, IAM, SSM

**Monitoring:** Splunk, Datadog, Zabbix, Sentry

**Virtualization:** Docker, Vagrant, VMWare

**Support:** Jira, Zendesk, Pingdom, PagerDuty

**Apps:** Apache, Tomcat, Solr, Zookeeper, HAProxy, LDAP, Hazelcast, SpiraTeam, Documentum

## PUBLICATIONS & COMMUNITY

- Author, "Object-Relational Mapping in Java with SimpleORM", "Developing JSR-168 Portlets", Dr. Dobb's (2005)
- Presenter, "Developing High Performance Web Services using Apache Axis", Philadelphia Java Users' Group (2004)

## VOLUNTEER

- Basketball Coach, Deep Run Valley Sports Association (2009 – Present)
- Basketball League Commissioner, Deep Run Valley Sports Association (2013 – 2016)
- Football Coach, Lenape Valley Pop Warner (2010 – 2016)