Robert J. **Fisher**

PRODUCT MANAGER · SOFTWARE ENGINEER

415 N Charlotte St, Lancaster, Pa 17603

(+1) 717-413-4418 | me@robfisher.us | www.robfisher.me | rjfisher | robert-fisher-75a2412 | bler

Education

University of Pittsburgh   *Pittsburgh, Pa USA*

B.S. IN COMPUTER SCIENCE   *2000 - 2004*

- Internship, Software Engineering, Iron Compass Map Co - 2004

Skills

Programming	JavaScript, C#/VB.Net, Java, Python, C++
Web	Dojo, jQuery, Meteor, Ember, Node + Express
Mobile	Windows Mobile, Windows Phone, iOS, Android, Xamarin
Database	MSSQL Server, Oracle, Postgres/PostGIS, Mongo

Experience

IBM (acquired SevOne a Turbonomic Company in October 2021)   *Newark, De*

PRODUCT MANAGER   *Oct. 2021 - PRESENT*

- **IBM SevOne NPM (formally SevOne Data Insight)**: Responsible for driving long term vision and direction of SevOne Data Insight, which is a real-time insight and analytics platform built with cutting-edge web technology. Responsible for interfacing with customers, determining customer and market needs, prioritization of features, and overseeing development of the product. Responsible for presenting product roadmap and long term vision to internal stakeholders as well as external customers. Responsible for driving adoption from under 40% of customer to over 80% adoption among customers.
- **Unification Strategy**: Responsible for aiding in shaping the integration of **SevOne Data Insight** with key IBM NPM products, especially **Watson AIOps**. Worked with fellow SevOne and IBM Product Managers to identify cross product use cases to help craft technological solutions of integrations between products.
- **Customer Communication**: Responsible for communicating roadmap, aiding in technical and architectural discussions, and providing sales support with customers with regards to SevOne Data Insight. Responsible for giving internal company-wide presentations as well as external presentations to current and potential customers. Additionally, created, organized, and ran partner-customer Customer Advisory Board working groups.
- **Cross Product Vision**: Responsible for identifying inefficiencies of development across product lines, working cross-functionally with Product, Sales, and Engineering to determine an optimization path to unify product efforts into a single symbiotic work-flow.

SevOne, Inc (acquired by Turbonomic in November 2019)   *Newark, De*

PRODUCT MANAGER   *Jan. 2018 - Oct. 2021*

- **SevOne Data Insight**: Responsible for driving long term vision and direction of SevOne Data Insight, which is a real-time insight and analytics platform built with cutting-edge web technology. Responsible for interfacing with customers, determining customer and market needs, prioritization of features, and overseeing development of the product. Responsible for presenting product roadmap and long term vision to internal stakeholders as well as external customers. Drove **SevOne Data Insight** from MVP 1.0 release to full-featured, mature, customer adopted solution.
- **Customer Communication**: Responsible for communicating roadmap, aiding in technical and architectural discussions, and providing sales support with customers with regards to SevOne Data Insight. Responsible for giving internal company-wide presentations as well as external presentations to current and potential customers.
- **Cross Product Vision**: Responsible for identifying inefficiencies of development across product lines, working cross-functionally with Product, Sales, and Engineering to determine an optimization path to unify product efforts into a single symbiotic work-flow.

SevOne, Inc   *Newark, De*

PRODUCT OWNER   *Aug. 2016 - Dec. 2017*

- **SevOne Data Insight**: Responsible for the identification and prioritization of features for the brand new product, SevOne Data Insight; a real-time insight and analytics platform built with cutting-edge web technology. Critical in the adoption of the ReactJS UI library and GraphQL Query Language for maximum flexibility of the reporting framework. Responsible for the design and prototyping of a **geospatial focused** mapping and topology reporting 'widget' using Leaflet, Open Street Map Data, and Keylines. This 'widget' allowed for network mapping and real-time monitoring of complex data networks with advanced capability for real-time indicator information and alerting covering networks from within a data center to covering the globe. Was also instrumental in designing a self-hosted solution for geospatial data for customers unable or unwilling to use 3rd party hosted mapping data.

geographIT *Lancaster, Pa*

Project Manager - Lead Developer *Jan. 2012 - Aug. 2016*

- **System/Application Architect**: Responsible for working with GIS lead analysts to design the best solutions for complicated project/product requirements. Collected complex customer requirements and determined the best technologies/architecture to fill customer needs within a fixed budget. Projects often involved integrating many pre-existing systems with multiple data repositories into a single system architecture for numerous users with critical use cases. Successfully created various systems within highly critical/sensitive infrastructures that have been maintained with minimal effort for years with high customer satisfaction.

- **Lead Developer**: Responsible for setting internal code standards for a small team of developers. Instituted developer team internal standards for tools and design patterns as well as the direction of technological research and development. Moved the team from `subversion` to `git` and `gitflow` workflow to add QA/QC oversight to projects. Instructed development team on using newer technologies such as `node` and `express`, `meteor`, `ember`, and `react`. Trained development team via code reviews to improve code reuse and extensibility by instituting unit testing and improving code via design patterns.

- **Project Manager**: Responsible for managing all aspects of a development project: determining system/project requirements, designing the system/project scope and design, creating technical specification documents and proposals, assigning and managing developers during application lifecycle, managing project budget and schedule. Successfully managed several projects using traditional waterfall and agile project paradigms. Responsible for managing several projects/products simultaneously. Successfully managed client relationships by maintaining accurate schedules, enforcing high code quality, minimizing bugs, and remaining under-budget. Insured high customer satisfaction by focusing attention to UI/UX with a center of attention to usability details. Used extensive experience with non-savvy users to create intuitive workflows to aid in project adoption and use.

geographIT *Lancaster, Pa*

Senior Developer *Aug. 2009 - Dec. 2011*

- **Incident Management System, City of Philadelphia**: Lead software development for a new ArcGIS for Server web based incident management system and custom executive dashboard that summarizes incident trends and status for the Mayor's Office, city department heads, and utilities. The system is used to create, track, coordinate response, and close out incidents involving street closings and downed utility lines during major natural or man-made disasters which require activation of the EOC as the City's command and control center. Participated in system requirements gathering meetings, prepared software requirements specifications, designed application architecture, estimated the software development budget, and provided technical guidance to two other software developers. Responsible for the development of a custom configurable JavaScript dashboard that summarizes metrics for incident trends and incident responses directly from the incident database and displays the metrics as a panel of trend graphs and charts.

- **Urban Forestry Asset and Inventory Management System, Washington, D.C.**: Responsible for preparing the system requirements specifications and developing and implementing a custom urban forestry asset management application to track tree planting and maintenance at the tree farm, inventorying potted trees acquired from suppliers, and tree planting and maintenance activities in the Washington, D.C. metropolitan area. The application architecture includes ArcGIS for Server 10.3 published REST services, Apple iPads / iPhones running Apple iOS 9, and the ArcGIS for Apple iOS SDK 10.3. Tree planting, inventory, and maintenance activities are entered from the field in offline mode and synchronize edits to ArcGIS for Server services using cellular broadband or WiFi hotspots.

- **Journey Management Application, Lancaster, Pa**: Lead developer for a Journey Management solution developed for a large energy company involved in Marcellus Shale natural gas production. This document retrieval web-GIS application enables interactive map and database searches to locate predefined Acrobat pdf map documents of preplanned routes to/from the well site and intersection drawings. The configurable web application enables changing application settings by Rettew system administrators. The application was developed within four weeks from date of contract using an agile approach to application development with weekly demonstrations of progress to the client. The Amazon EC2 cloud hosted application uses ArcGIS Server 10.x map and data services and was developed using Esri's JavaScript API for ArcGIS Server.

- **SWEEP Mobile Ticking System, City of Philadelphia**: Lead developer for Philadelphia Department of Streets, Sanitation Division Streets & Walkways Education and Enforcement Program (SWEEP) mobile ticketing application. This application uses GPS to show the user's location on a map. The application allows writing of SWEEP violations on site, while capturing photographs of violations, capturing officer signatures, and using bluetooth printing to deliver violations to violators. The SWEEP Application uses RFID reader technology to scan RFID tags attached to refuse dumpsters for display of licensing information. It also uses Microsoft's SQL Server synchronization framework for Microsoft's SQL Server compact edition via Microsoft's Internet Information Services (IIS). The application has supporting Microsoft SQL Service Integration Services packages that extract, transform, and load data from an Oracle database containing licensing information and a nightly export process that uploads tickets to the ticket payment collection department and emails tickets to violators.

- **Philadelphia Mobile Pole and LED Asset Tracking Program, City of Philadelphia**: Lead developer for Philadelphia mobile pole and LED asset tracking program to use with the city's conversion to LED street lights. This application uses GPS to show user's location on the map. The application allows addition, editing, and deletion of map features in the field for asset management. The Asset Tracking Program uses a barcode reader to track LED installation and removal efficiently. It uses ESRI's mobile synchronization framework to synchronize changes across devices and publishes edits on a central server.

AMQ Software
Lancaster, Pa

DEVELOPER
Dec. 2008 - Aug. 2009

- **Opti-Mogul Route Optimization Dispatch Software, Lancaster, Pa**: Lead developer for this project for Opti-Mogul. This mobile application uses external GPS to show a user's location on a map. The mobile application receives the order of deliveries, delivery information, and routing information to delivery, and sends the driver time clock information and delivery payment/status information back using Windows Communication Foundation services with Microsoft Message Queue. The dispatch software extracts, transforms, and updates data from Eagle Business Management Software using nHibernate. This application allows editing of new fuel stations, trucks, truck compartments, and manual stop assignment/ordering while synchronizing any changes to mobile clients.

Swift Signal
Lancaster, Pa

DEVELOPER
Jun. 2008 - Dec. 2008

- **Windows .Net Desktop Software, Lancaster, Pa**: Lead Developer of Windows .Net desktop software for AMQ Software, including project Epsilon, a fully customizable Point of Sale system generalized enough to handle all retail markets. Designed and developed codename Epsilon from creation to current version. Implemented multi-station/store database environment using nHibernate. Implemented data synchronization and multi-store searching using WCF. Implemented Credit/Debit/Gift/Check processing using Mercury Payment system.

Iron Compass Maps
Lancaster, Pa

DEVELOPER
Jul. 2004 - Jun. 2008

- **On-Scene Xplorer Application Suite, Lancaster, Pa**: Lead Developer of Iron Compass Map Company's flagship product, On-Scene Xplorer, a mapping and pre-incident planning application for the emergency services industry, as well as designing and implementing tools and applications for internal and external company use. Designed and developed On-Scene Xplorer using ESRI's MapObjects from creation to 2.5 release. Supervised and contributed to porting codebase to C# and .Net Framework 3.5. Designed and implemented a PocketPC application to capture location and attributes of fire hydrants to be imported into On-Scene Xplorer data format. Designed and implemented various tools to improve coworker productivity, including but not limited to: Data verification tool used to guarantee accurate user data before distribution; various custom cartography tools; application for automatically creating Nullsoft Install System installation scripts; downloaded and merged aerial photography; ArcGIS plugin to ease the creating of building footprints from aerial photography.

Extracurricular Activities

Meteor Mondays
Lancaster, Pa

CO FOUNDER
2015 - PRESENT

- Monthly meeting for local developers to collaboratively work on projects involving MeteorJS. Meetings include short lightning talks, presentations by other developers, and hack sessions to allow those interested in meteor to go from novice to expert.
- ⌂ Homepage
- Github
- Twitter

Hack Lancaster
Lancaster, Pa

ACTIVE ORGANIZER
2015 - PRESENT

- Current organizer/maintainer of Lancaster Hack Night. A monthly meeting for local designer/developers to work together on projects outside of a work environment. Since becoming the primary organizer the meetings have shifted toward working collectively toward providing free design/technical/programming support for local non-profits.
- ⌂ Homepage
- Github
- Twitter

Lancaster Science Factory
Lancaster, Pa

VOLUNTEER
2015 - PRESENT

- **MIY Volunteer**: Make It Yourself (MIY) volunteer helping kids from grades **3 - 9** learn the basics of computer programming via interactive games. Currently working with the Lancaster Science Factory to extend their curriculum for more advanced programming topics.
- ⌂ Homepage
- Online Slides

Presentations

CPOSC 2015
Lancaster, Pa

Full Stack Development w/ Meteor
Oct. 2015

- **Writing a real-time comment system in meteor**: A brief presentation explaining the power of meteor followed by a 20min live demonstration of building a full featured commenting system including user management and live comment updates during the talk.
- 🎮 Slides Online

Tech Lancaster
Lancaster, Pa

ESRI Online: Powerful Cloud Based GIS
Jun. 2015

- **A brief overview of ESRI Online**: The advantages of using this cloud based GIS system for data management, data editing, and software development. Showed a quick example of how to use ESRI Online to create powerful, fully featured mapping applications for the web. Then using the same data for native applications using the ERSI mobile application APIs.
- 🎮 Slides Online

Tech Lancaster
Lancaster, Pa

meteorjs: A Reactive Web Framework
Dec. 2014

- **A brief overview of meteor**: The advantages of using this real-time JavaScript platform for development and the power of automatic client/server synchronization.
- 🎮 Slide Code Online

(IMAGIN): Geospatial Workshop series
University of Michigan

Presenter for Merits of Mobile GIS
Feb. 2012

- **Morning Session Presentation**: An overview of the power and options for mobile GIS solutions. Looked at the pros/cons of a mobile friendly website, native application, and hybrid applications.
- **Afternoon Session Presentation**: An overview of a specific case study. Using the City of Philadelphia's SWEEP Mobile ticketing system to show the power of using mobile technology with GIS systems to provide impressive returns of investment.