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Charles G. Woods

Summary: Technical leader with significant experience with increasing responsibilities in large-scale application and data design, development and implementation. Strong focus on general team leadership, systems architecture, infrastructure, LDAP directory services, security, PKI, application and database design, and identity management. Skills include program and project management, technical team leadership, and architecture as well as hands-on design, development, and operations. A reputation for exceeding expectations in leading efforts to define, develop and implement new products, services and technologies.

Skills:

• System Architecture	• Technical Team Leadership	• Large Scale Systems
• Program Management	• Project Management	• Web Development
• Identity Management	• Web Services	• Agile Development

Experience: **SoftChalk, LLC**

Development Team Manager, 12/14-Present
Responsible for the management of team of architects and engineers as they design, develop, test, modify and implement technical solutions. Also responsible for oversight of operations team and ongoing management of technical architecture.   Develop proposals for implementation of features requested by customers, and provide project time and cost estimates on a per-project basis. Set goals for the engineering team and manage day-to-day activities to ensure these goals are met on time and within budget. Responsible for personnel management, performance reviews, and overall engineering management.

- Significantly increased productivity across both client and server teams
- Led strategic planning sessions for design of next generation product.
- Initiated and oversaw efforts to migrate from legacy Java client to modern browser-based client.
- Oversaw numerous custom software releases in support of partners. Managed development efforts and implemented cost estimation and proposal processes. Responsible for development of all cost estimates and proposals.
- Implemented numerous policies and practices within the group, ranging from code and architectural reviews to daily standup meetings. Improved employee communications and morale significantly.
- Initiated design efforts for implementation of a services oriented architecture.
- Implemented project and management processes.
- Conducted first system-wide performance and tuning efforts.

AOL Inc.

System Architect, 09/12 – 04/14
Chief Architect for AIM Enterprise services. Responsible for the design and construction of services to enable federated communications as well as building a SIP and XMPP clearinghouse for customers. Performed both technical program management and project management activities for the AIM Enterprise team. Responsible for team leadership, planning and coordination across projects.

- Oversaw technical development of a UC clearinghouse to enable interoperability of communications among 5000 customers.
- Oversaw development of a self-service portal to enable more than 12,000 domains to initiate UC federation with AOL.
- Developed and maintained long-term technical roadmap for AIM Enterprise Products.

- Designed and wrote provisioning services and several web sites related to AIM Enterprise services, including primary Internet site.
- Migrated legacy Netscape support ticketing system to more current cloud solution. Migration involved more than 35,000 tickets and provided support team with significant improvements in functionality and reporting.
- Developed overall architecture for integration of AIM Enterprise systems with AOL internal billing systems as well as external cloud-based systems.
- Delivered technical customer briefings and presentations, and provided technical guidance, architectural advice and assistance to partners implementing AOL's communications services.
- Named as an inventor on a patent covering the approach to UC clearinghouse operations.

Federal Reserve Bank of Richmond

Senior Enterprise Design Engineer, 07/12 to 09/12
Responsible for working with contracting and Federal Reserve staff on preliminary design for cloud services. Provided guidance and assistance with RFPs and proposal reviews.

- Resolved networking issue preventing deployment of critical app
- Started work on plans for cloud-based infrastructure

AOL Inc.

System Architect, 1/02 to 3/12
Architect and overall technical program manager for AIM Identity Services. Responsible for overall design, project planning, development and implementation of a variety of products and services designed to support B2B users of AIM. Responsible for design and construction of services, and for ensuring that products and projects were consistent with the overall infrastructure. Also acted as architect for infrastructure support for mobile messaging tools; responsible for the design and implementation of internal provisioning tools, advertising certification tools, and other SMS-related tools.

- Developed and maintained several applications, web sites and services for partner support, mobile system configuration and management, CRM, and mobile advertising provisioning. Built custom services and tools using Perl, PHP, JavaScript, shell scripts, and Java Servlets.
- Provided guidance, advice and technical assistance to a variety of partners implementing AOL's Mobile, Open AIM and Open Auth services. Frequently involved in high-level pre- and post- sales discussions, and provide architecture and design advice as well as third-level support to partners as needed.
- Supported the design and development of multiple partner applications relying on identity federation and delegated authentication, using OAuth and SAML protocols and proprietary solutions. Activities ranged from providing high-level executive briefings to writing sample code to illustrate various features to partners and to AOL management.
- Designed and built a large-scale (up to 100 million entry) LDAP directory service that served as the master source of domain-related data across AOL, and managed the development of a set of web services designed to provide access to the data.
- Designed and implemented PKI to support 1-click certificate enrollment via the AIM client. Integrated PKI with delegated identity services, allowing for both remote certificate authentication and Hosted Federated Authentication.
- Managed an AOL-branded VeriSign subordinate CA.
- Designed, developed and implemented numerous product offerings that enabled AOL to delegate authentication to customers.
- Filled the role of primary LDAP expert at AOL for full life cycle matters.
- Responsible for the management of the day-to-day work of development teams comprised of both in-house staff and contractors.

- Responsible for day-to-day partner relationship management for multiple partners using mobile and mail services.

Netscape Communications Corporation
Architect, Professional Services, 1/99 to 1/02
Architect
Senior professional services consultant responsible for design and delivery of systems and services based on Netscape infrastructure products. Responsible for working with customers to define goals, objectives and requirements, and for designing and implementing solutions to meet their needs. Responsible for managing the day-to-day work of the implementation teams, and reviewing work of junior staff.

- Senior Architect responsible for the design and development for the corporate LDAP Directory Services for AOL Time Warner Corporation, effectively integrating LDAP services across 9 major corporations. Coordinated efforts of junior implementation staff.
- Senior on-site architect for a corporate LDAP design and recovery effort for a large financial services company rebuilding after 9/11.
- Developed preliminary directory architecture for a large motion picture studio, managing identities and access controls for a widely disparate group of employees, contractors, talent, and loosely affiliated entities.
- Designed core directory architecture and implemented directory and provisioning services for a large South American banking portal.
- Acted as Security Architect for large-scale extranet development effort within a major US commercial bank.
- Developed architecture for a LDAP directory failover effort for a large telecommunications customer.
- Provided guidance and expertise in the development of an object signing solution in support of an executive information system at large shipping company.
- Developed core architecture, CPS and Certificate Policies for a US Government Agency to support their internal directory and PKI implementation.

Other Relevant Experience
- Manager of a staff responsible for software design, development and maintenance activities for a large set of legacy COBOL code.
- Manager of a staff responsible for Internet and intranet servers and services. Responsible for architecture, design, development, implementation and operations as well as system security.
- Responsible for all US Securities and Exchange Commission efforts to design and implement a public key infrastructure for purposes of X.509 certificate-based authentication. Represented the SEC at several meetings and conferences related to PKI and cross certification.
- Responsible for acting as Contracting Officer's Technical Representative for multiple development and maintenance contracts.
- Served as lead technical reviewer during SEC EDGAR competition.

Patents: West, Robert; Woods, Charles; Warner, Andrew; and Le, Donald. 2013. *Systems And Methods For Managing Electronic Communications*. US Patent Application 13,959,454, filed August 5, 2013. European Patent Application 14179709.2–1955, filed April 8, 2014. Patent Pending.

Education: **University of Tennessee**
B.S., Operations Management
M.B.A., Management and Finance