

GARY HELLER

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MULTI-LINGUAL AND HIGHLY TECHNICAL SOFTWARE ENGINEERING EXECUTIVE WITH AN OUTSTANDING PROGRAM MANAGEMENT & TURN-AROUND DELIVERY RECORD

PUBLISHED SOFTWARE AUTHOR AND APPLICATIONS DEVELOPMENT PIONEER & ENVELOPE-EXTENDER

ACHIEVEMENT HIGHLIGHTS

- For current employer, rehabilitated a seriously stalled \$7M application development project and delivered numerous improvements to data warehouse Business Intelligence applications.
- For Fiserv, managed \$5M budget and 43 personnel to deliver the largest independent check image archive in the USA now used by over 1400 bank and credit union institutions (>100,000 branches).
- For BankLink, a wholly owned Fiserv subsidiary, achieved a 99.7% up-time by re-engineering a .NET, C#, LINUX and Mainframe web-based Application Service Provider which previously was crashing 3 times daily; at the same time, tripled overall performance.
- Recognized by the Who's Who Worldwide for "Extraordinary Innovative Technical Leadership"; currently holds multiple software patents related to item and image processing and data recovery.
- For CCS, a Fiserv subsidiary, turned around a \$2.5M failing project; crafted a custom SDLC process and implemented a web-based CRM application, recruiting extremely talented on-shore and off-shore teams.
- For ImageSoft, a Fiserv subsidiary, rendered an unprofitable operation into a high-profitability enterprise by generating the solution which increased check processing productivity 18 times; personally led re-architecture, re-design, and development of scalable web enabled image archive applications using LAMP, CORBA, HP/UX, JAVA, C++, Tomcat, Sybase and other technologies, earning several patents.
- Awarded three software patents in last 5 years. In 1999, won a Best of Show award at the FALL COMDEX Linux Pavilion for creation of an innovative commercial software solution.

CAREER HISTORY

ELSEVIER / MEDAI, Orlando, FL (www.elsevier.com)

March 2011 - Present

Netherlands-based, clinical and financial decision-making analytics provider with global revenues exceeding \$10B.

Acting Director and Senior Manager of Software Engineering (MEDai business unit)

Leadership Summary: Upgraded the architecture (developed, maintained, enhanced operations) for 10 health industry Predictive Analytics products and data warehouses. Serves as strategic thought leader for organizational development, technology evolution, and product mix enhancement. Served as a one-person clearing house for all major issue resolution initiatives.

Scope: Administers a budget of \$12M and directs 24 staff consisting of software engineers/architects, DBAs, QA professionals, and project managers. Works closely with the business to ensure technology stack will support the business direction.

Achievement Highlights

- In first three months, turned-around a two-year-plus-overdue multimillion dollar Oracle/OLAP/Business Intelligence/Data Warehouse project; achieved by implementing best practices in development & management processes and applying appropriate resources & skill sets to resolve deficiencies. Virtualized Dev/QA/Prod environments to resolve cross-contamination problems. Delivered a successful General Availability release in third month and thereby exceeded the most optimistic expectation.
- Currently engaged intensely in organization development from the technology personnel side; establish and document key processes, enhance security, align organization structure to better serve the need, manage technology deliverables, and provide crucial tactical direction and strategic technical vision.

SOFTWARE ENGINEER, TECHNOLOGY STRATEGIST (www.redhat.com) 2005 - 2011
REDHAT INC., Raleigh, NC (Nov. 2010- April 2011)--*global leader in open source technology solutions.*
Senior Software Engineer

- Designed and coded the data storage tier using Ruby On Rails for the RedHat Subscription system.

AMERICAN SOCIETY FOR QUALITY (www.ASQ.org), Milwaukee, WI (June-Sept. 2009)
Consultant, IT Infrastructure

- Generated a technology upgrade solution integrating LINUX, Windows Server, MS SQL Server, Oracle, Citrix, Apache, Tomcat, Java and other environments.

FISERV GLOBAL SERVICES, Lake Mary, FL (Feb.-April 2009)
Performance and Architecture, Quality and Testing Specialist

- Debugged critical application software problems plaguing a live financial institution; designed superior integrations of Windows 2003/8, SQL Server, IIS, .NET, COM and other technologies.
- Directed Fiserv, Microsoft and third party software engineers in debugging and eradicating system failures.
- Developed the troubleshooting methodology and delivered instructions which dramatically-enhanced in-house debugging velocity and accuracy.
- Performed an architectural audit and design assessment of the application, highlighting the potential next points of failure, proposing architectural and design corrections to avoid future disaster and increase the scalability and stability.

AMAZON.COM, Seattle, WA (March-Dec. 2008)
Manager III, Software Development

- Recruited and developed a 6-member team of web software engineers who soon accounted for two thirds of the 120-person division's revenue; personally led enterprise merchant software development initiatives.
- Provided scalable, fault-tolerant, international 24x7 web sites and web services.
- Developed model applications integrating LAMP, SOA, Agile and Scrum technologies.
- Delivered and supported client-facing software and services and created and operated a number of key retail web sites including Target.com, Sears.ca and bebe.com.
- Co-designed, built and delivered personalization and community features (included Wedding/Baby Registry, WishList, Email Campaigns, Loyalty Programs) for Amazon Enterprise Services web sites.

FISERV GROUP

2000 - 2008

FISERV BANKLINK, New York, NY (Nov. 2005-March 2008) (www.fiserv.com)
Treasury management systems global leader.
Contract Executive / Director of Technology

Summary: Sole leader of the Software Development organization. Led training (executives & supervisors), troubleshooting, software development & testing tool selection, software engineering, and resource planning. Provided architecture, design, coding and debugging assistance in critical situations.

Scope: Directed 40 developers & QA staff. Responsible for recruitment/terminations and career path planning.
Achievement Highlights

- Wrote critical portions of image processing and check-scanner control drivers (C, C++, .NET, and C# using Mainframe and Windows/LINUX/Java components).
- Upgraded process & methodology skills for Software Development Group and improved estimate accuracy & product quality. Delivered a number of improved sub-systems including cash management, deposits, image and statement processing; coded critical portions for image manipulation in C# and data center health check in PERL.

FISERV CUSTOMER CENTERED SOLUTIONS [CCS], Pittsburgh, PA (April 2004-June 2006)

Software Engineering Executive Director

Summary: Reengineered application development operations from the ground up.

Scope: Directed an IT VP, 10 on-shore & 11 off-shore developers, and several QA & business analysts.
Achievement Highlights

- Delivered a 18-fold overall productivity increase in comparison to predecessor.
- Turned-around a failing web-based CRM (customer relationship management) project in 10 weeks blending various technologies including Windows, Linux, Oracle, MS SQL Svr, JAVA, JSP, Tomcat, Apache, XML, and PERL .
- Coded an entire data center process monitoring system in PERL.
- Managed a 24x7 development team with on-shore and off-shore personnel.

FISERV IMAGESOFT, Orlando, FL (Aug. 2000-April 2004)

(served major clients including the Federal Reserve and Union Bank of California and over 25 other enterprises)

Director (2001-2004)

Software Engineering & Chief Architect (2000-2004) and

IT Vice President (2000-2001)

Summary: Product development leader.

Scope: Directed 40-45 personnel consisting of software & QA engineers, business analysts, and installation & customer support technicians. Administered annual budgets in the \$2M - \$5M range. Led hiring/firing/career path planning and product management.

- Created the country's largest independent checking archive; personally directed, architected, designed, and developed critical portions of the application in C, C++, Java and PERL; employed optical jukebox controllers, tape silo & tape drive controllers. Designed and built a Data stream parser & Rules Engine, and ETL technologies which earned multiple patents.

MERLIN SOFTWARE TECHNOLOGIES, INC., Altamonte Springs, FL

June 1999 - June 2000

Partner (traded patents for equity), VP Engineering, Product Manager, Senior Engineer & Architect

Summary: Recruited and led an applications development team working in C, C++ and PERL. Owned client satisfaction and served industry leaders including IBM, SCO, DELIX (RedHat Germany), TurboLinux, and Casper & Associates.

Scope: Directed 8 software, QA and support engineers and an office manager and 1 recruiter. Administered an annual budget in the \$3M range. Led hiring/firing/career path planning and product management & development.

Projects: Designed and coded FastBack Plus for LINUX and HotWire Fax.

UNISOURCE SYSTEMS, Canada, CA, & FL

Aug. 1985 - June 1999

Software Architect and Engagement Manager

Summary: Serviced a corps of Fortune 100 leaders including HP, AT&T, Sun Microsystems, UNISYS, and NCR. Senior C/C++/Perl Software Engineer.

Scope: Directed a team of 7 software engineers, 2 support personnel, and one office manager. Recruited and enhanced professionalism of the entire development team.

Projects: Virtualized numerous legacy systems and pioneered a number of web interfaces. Designed and coded a Backup/Restore Engine and data mining & disaster recovery solutions. Pioneered data recovery and digital forensics technologies now employed by many organizations in the public, military, and government sectors.

TECHNOLOGIES

Technologies: High volume transaction and document imaging and delivery systems, large scale tape/disk/file systems, data & system recovery/backup/restore/synchronization systems, UNIX/Solaris/Linux device drivers, robotic tape silos/drives & SCSI interfaces, encryption & decryption engines. All manner of storage subsystems, RDBMS, OLAP, web servers and more.

SDLC Processes and Disciplines: Agile/SCRUM, Extreme Programming, Waterfall and hybrid methodologies.

Operating Systems: LINUX, MS-Windows/.NET, UNIX, SOLARIS, HP/UX, AIX, SVR4, FreeBSD, TANDEM.

Other Technologies: VmWare, VirtualBox, TCP/IP, SCSI, PKI, CORBA, EMC/Centera, Tomcat/Apache, .NET, JAVA/J2EE, OLAP, HP PCL, PostScript, AFP and many others.

Image Formats: GIF, TIFF, JPEG,G3, G4, PNG, BMP & others.

RDBMS: Oracle 9i, 10/11g, RAC, MS SQL-Server, mySql, Sybase, Informix, Progress 4/GL, Ingres & others.

Programming Languages: C/C++, JAVA, PERL, PYTHON, C#, RUBY/Rails, XML, HTML, JavaScript, Unix Shells Bash/Ksh/Sh, Yacc/Lex Assembly (various).

Tools: Gcc et al, ddd, gdb/xxgdb, NetBeans, JBuilder, vi, vim, rpm, netstat, crash, tcpdump, Awk, vmstat, ipcs, ifconfig, mkfs, sar, trace/strace, - all *nix commands, WireShark, Rails, Rally, NetProbe, OptimizeIT, Gomez, JprofilerVisual Age, Eclipse, OpenSTA, zApp, MoOlit, Insight++/Purify, Jtest, Memcheck, Remedy, Jira, TRAC, @Task, Oracle Financials, SVN, CVS, git, Remedy, OpenOffice.org, MS-Office, Gomez (web analytics), other proprietary systems.

Industries Served: Healthcare, Defense, Homeland Security, NSA, Computer Forensics. Financial Services, Retail, E-Commerce, Banking, Data Security, Encryption, Robotics, WebServer Farms, Image Processing, Forestry Management/GIS, Trucking/Freight (TL & LTL), and others.

Other: Lived and worked on four different continents in my professional career (North America, South America, Europe and Africa) in a broad universe of industries including Entertainment (Music, Theatre), Information Technology (Digital Forensics, Financial Services, Software Development & Management, Communications etc.), Fashionware, Import/Export, speak English and Spanish fluently and can manage a little German, Dutch, Italian and Portugese.

