

EXECUTIVE / TECHNICAL

Home: (000) 000-0000

mshindle@yahoo.com

Cell: (000) 000-0000

VP Operations • VP Software Development

IT professional with 9 years' management and hands-on experience providing technology solutions to support strategic business objectives:

- Achieved multimillion-dollar cost savings while producing double-digit efficiency increase.
- Proven change agent, gaining cross-functional cooperation and collaboration during three corporate mergers involving innovative leaders such as AmericanGreetings.com, Exite.com, BlueMountain.com, and AT&T.

Technology expertise includes:

- System and application integration. Programming (C, Perl, Java and C++) in transactional and distributed environments with emphasis on web / database transaction.
 - Maintenance and performance tuning of operations systems: Linux, Solaris, FreeBSD, Win32.
 - Storage systems with multiple RDBMS applications: Oracle, Informix, DB2, MySQL, Sqlserver.
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HIGHLIGHT OF ACHIEVEMENTS

- **Problem Solving:** Increased revenue capability 50-70% through software and operational architecture redesign allowing e-commerce applications. Project completed on time while maintaining 100% operational capacity. (AmericanGreetings.com)
 - **Financial Analysis / Cost Control:** Uncovered \$3 million in cost savings over 2-year period while increasing efficiency 20%. (AmericanGreetings.com)
 - **Database Administration / Development:** Saved more than \$100K annually through development of new, user-friendly billing system that eliminated yearly consulting fees. (San Diego Supercomputer Center)
 - **Adaptability / Flexibility:** Maintained momentum of multimillion-dollar project when strategic focus shifted from customer retention to revenue generation. Project completed on time and within budget. (AmericanGreetings.com)
 - **Programming:** Improved web operational efficiency 20% through development of searching and parsing algorithm, which became the basis of code for the entire web rewrite project. (AmericanGreetings.com)
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PROFESSIONAL EXPERIENCE

AmericanGreetings.com

VP Web Operations

1999 to Present

Formerly Excite@Home

San Diego, CA

Formerly BlueMountain.com

Leading online greeting card company ranking in the top 15 most popular US web sites. Maintain site reliability and performance to support traffic load of 1.1 gigabytes and more than 12.5 million monthly visitors generating \$45 million in annual revenue. Direct and lead cross functional team of 20 including department heads over QA, Systems Administration and Networking in San Diego, San Francisco and Cleveland. Manage annual operating budget of \$13 million. Direct strategic planning, development, implementation and maintenance of data processing operations across multiple hardware and software platforms.

- Led project to rebuild application allowing additional \$6 million annual revenue while saving \$500K in outside consulting fees. New application led to partnerships with major online retailers MarthaStuart.com, SharperImage.com, 800flowers.com, and AT&T.
- Saved \$600K annually while improving production efficiency 20% through leadership and implementation of card customization project.

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AT&T / Manager, Systems Development 1999
Enhanced Network Services San Diego, CA
Formerly CERFnet

Internet hosting firm acquired by AT&T. Developed architectural hosting solutions for corporate clients such as Disney, MP3.com and Sony. Provided hosting support and system administration as well as spec design for product requirements.

- Generated team cohesiveness and cooperation during acquisition, which led to creation of new, faster and more reliable products.
- Created new revenue stream through research and development of shared database service.
- Transitioned group of system administrators into the data center / managed hosting market to provide Tier 3 and 4 support and consulting services for fully managed hosting solutions.

San Diego Supercomputer Center Programmer / Analyst 1997 – 1999
San Diego, CA

Scientific research facility (one of two national computing laboratories). Provided all system administration, programming, database administration and database development. Supplied all in-house technical support and training for 150 personnel. Maintained research database for 9 scientists for projects funded at up to \$7 million.

- Created \$100K annual cost savings by rewriting outdated, costly accounting system. New user-friendly system (Oracle) was 25% faster while allowing greater data accuracy.
- Helped scientists secure additional funding by designing web solutions that allowed online publication of research projects.
- Contributed to the retention of high-level scientist through facilitating cooperation and positive communication throughout scientific staff.

Alaska SAR Facility **Research Assistant / Application Developer** 1995 – 1997
Fairbanks, AK

Research facility supporting the scientific community. Wrote interferometry applications as well as applications to automate the mosaicing of satellite image data.

- Helped secure two years' funding through Herculean effort to complete project in less than 48 hours that included designing 3D animated flight of satellite images for presentation to the Science & Technology committee of the US House of Representatives. Worked 36 hours straight to complete ahead of schedule.

EDUCATION

University of Alaska M.Ed., Education 1996
Fairbanks, AK

University of California B.A., Physical Sciences 1993
Berkeley, CA