

# Ramon San Andres m.s., mba

*Management of Technology*

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## PROFESSIONAL PROFILE

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Hands-on, results-oriented Technology Manager looking for a leadership role in a dynamic and visionary organization that requires technical excellence and innovation to accomplish its strategic business goals.

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## CORE STRENGTHS AND COMPETENCIES

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- Project Management
- Enterprise Integration Patterns
- New Product Development
- Software Engineering
- Full Product Delivery Lifecycle
- Object-Oriented Design
- Service-Oriented Architectures
- Strategic Planning
- Design Patterns
- Six-Sigma Certified Green Belt
- User Interface Design
- Refactoring
- Performance and Optimization
- Automation
- Resource Allocation
- Program Management
- Change Management
- Internationalization and Localization
- Risk Management
- Systems Integration
- Systems Modeling

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## SUMMARY OF QUALIFICATIONS

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Extensive experience in technology management, software engineering, systems architecture and design, managing development teams.

Key architect of vital components of Microsoft's MSN and of the Windows operating system, subject to stringent quality and performance requirements and used globally by millions of users.

Proficient at all stages of the product development cycle, from conception and design to development, deployment and maintenance. Expertise in different project management approaches, from traditional waterfall to modern Agile methodologies.

Excellent communication and interpersonal skills, capable of building and managing highly technical teams. Exceptional ability to mediate between project stakeholders and to interpret their needs and positions, transforming them into functional and technical specifications.

Strong technologist with a solid background in software engineering and an MBA emphasizing management of technology and new product development. Expertise in the development of innovative technology-based solutions, but with a constant attention to the business case and its alignment with the overall business strategy.

Expertise in the development and implementation of policies and standards at the corporate level (e.g. IT policies and standards) and at the engineering level (e.g. coding, interfacing, versioning, testing policies and standards).

Creative thinker, innovator and inventor, co-author of 6 US Patents in the areas of Directory Services and Transaction Replication.

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## PROFESSIONAL EXPERIENCE

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### **GE Energy**

### **Atlanta, GA (USA)**

*GE Energy (NYSE: GE) is one of the world's leading suppliers of power generation and energy delivery technologies. Comprised of GE Oil & Gas, GE Power & Water, and GE Energy Services, GE Energy's business units work together to provide integrated products, services, and solutions in all areas of the energy industry, including coal, oil, natural gas, and nuclear energy; renewable resources such as wind, solar, and biogas; and other alternative fuels.*

- **Lead Software Engineer**                      **2010 - Present**

Designed, architected and developed elements of an automatic electric fault detection, isolation and restoration system (FDIR) to be integrated with existing GE energy distribution systems.

- Created a flexible objective-based tracer used as the single network model tracer of the system.

- Architected the system using standard EIP (enterprise integration patterns).

Designed, architected and developed elements of an electric network model versioning system.

- Coordinated the development efforts of local and overseas (China) teams.
- Architected the high-availability capabilities of the system using custom-designed master/hot standby clustering mechanisms.
- Designed the system workflow and restartability mechanisms using state machine processors.
- The system used a unique data store architecture utilized a mixture of database and VCS (version control system) storages. Designed a consistency checking mechanism to ensure data integrity. Designed a data purging mechanism via an extensible server-side command interpreter.

### **Ramon San Andres Consulting**

### **Duluth, GA (USA)**

*Ramon San Andres Consulting provides services in the areas of technology management, technology-based solution design and development, project management and strategic business development.*

- **Consultant** **1999 – 2010**

Provided consulting services ranging from new business development to technology solution design and implementation.

- Provided consulting in application design, development and deployment for Parabolon Inc., a technology services company in the greater Atlanta Area. The technologies developed were based on the Windows operating system, MS-Access databases and Visual Basic for Applications (VBA).
- Analyzed the networking requirements and advised on equipment evaluation and purchasing for the city of Alapaha, GA.
- Developed business venture analysis, feasibility studies, business plan and incorporation procedures for Urban Management Inc., a municipal management consulting company.
- Designed and developed revenue forecasting tools using econometric forecasting, regression and trend analysis as well as qualitative forecasting methods. Developed financial modeling tools for the city of Norcross, GA. These allowed the city to make informed budgetary decisions and maintain a good financial status within their \$10 million dollar budget despite the downturn in the economy. The tools were designed using MS-Excel and Visual Basic for Applications (VBA).

### **Sapient Corporation**

### **Atlanta, GA (USA)**

*Sapient (NASDAQ: SAPE) is an interactive and professional services company based in Boston, Massachusetts, United States. Sapient Consulting provides business and IT strategy, process and systems design, package implementation and custom development, as well as outsourcing services such as testing, maintenance and support.*

- **Consultant & Lead Developer** **1998**

Provided project management and software development services to diverse clients, including the Turner Entertainment Network and Prudential Securities.

- Strategy sessions to identify business processes and operations, and internal and external interfaces. Measurement of impact of changes within operations. Development of methods to communicate information to upper management and organizations.
- Developed portions of agent compensation system in Visual Basic for major insurance company.

### **Microsoft Corporation**

### **Redmond, WA (USA)**

*Microsoft Corporation (NASDAQ: MSFT) is a multinational computer technology corporation that develops, manufactures, licenses, and supports a wide range of software products for computing devices. Its most profitable products are the Microsoft Windows operating system and the Microsoft Office suite of productivity software.*

- **Software design engineer – Advanced Technology** **1994 – 1995**

Designed and managed the development and deployment of some of the key elements of MSN.

- Designed and managed the development of the directory and replication services for MSN, which have been awarded 6 US patents. These server-side modules were relied upon by all other services of MSN and thus were critical to the system, and under severe workload and performance requirements.
- Designed diverse application programming interfaces (APIs) for MSN. These included interfaces to be used by the user side of MSN (e.g. the directory service and the system operator APIs) as well as the server side (e.g. the replication and transaction editing APIs).

- Interviewed, coached and supervised programmers, testers and system operators.

- **Software design engineer – Portable Systems** **1991 – 1994**

Designed, developed or maintained diverse elements of Windows NT, of the Windows SDK, and of the support environment for the Windows development team.

- Developed in C++ several command-line utilities that are part of the Windows distribution: xcopy, more, fc, etc.
- Developed some of the Win32 application programming interfaces (APIs) for manipulating the Windows system registry.
- Ported to Windows Microsoft's revision control system that was thereafter used by the Windows development team to maintain the Windows source code. Also ported to Windows the MEP source code editor and diverse file system utilities. The availability of these allowed the development team to start developing the Windows operating system in Windows, thus enabling Windows to become a self-developing system.
- Designed and developed the Windows file system conversion tool, which is part of the Windows distribution and allows an in-situ file system conversion from FAT to NTFS.
- Re-designed the original Windows installation program (setup) and implemented new features in order for it to become the Windows NT setup program.
- Introduced a code review process in the Windows Utilities team that reduced bug reports and enhanced the exchange of ideas and best practices within the 8-person team.
- Performed refactoring work to speed-up the linker of the Windows SDK (software development kit).
- Developed portions of the WinDbg debugger, part of the Windows SDK. These included elements of the debugger's graphical user interface (GUI), breakpoint support, client/server support and others.

- **Software design engineer – Systems** **1989 – 1990**

Designed and developed elements of the OS/2 file systems.

- Designed and implemented different elements of the FAT file system for OS/2, including spooler support and file locking/unlocking mechanisms. This work was done in assembler.
- Designed and implemented elements of the High Performance File System (HPFS) of OS/2 using the C language.
- After noticing the problems resulting from the usage of different naming conventions throughout the file system code, proposed an automatic code standardization event. After gaining approval from the group, successfully implemented the standardization process using AWK and SED scripts. The result was a reduction in bug reports and an improvement in the group's development performance.

### **The University of Texas at Austin** **Austin, TX (USA)**

*The University of Texas at Austin is a public research university located in Austin, Texas, United States, and is the flagship institution of The University of Texas System.*

- **Teaching Assistant** **1988 - 1989**

Taught an undergraduate-level Pascal programming course.

- Served as student advisor resolving student questions and providing tutoring.
- Served as lab supervisor providing guidance on assignments and grading them.

### **Hewlett-Packard** **Mexico City (Mexico)**

*Hewlett-Packard Company (NYSE: HPQ), commonly referred to as HP, is the largest technology company in the world and operates in nearly every country. HP specializes in developing and manufacturing computing, storage, and networking hardware, software and services.*

- **Intern** **1987**

Received training in the HP mainframe (MPE/V) system and its application software.

- Developed report-generating programs for the technical assistance department, based on the requirements supplied by the department personnel. The software was written in HP-Pascal.

### **Instituto de Investigaciones Electricas** **Mexico City (Mexico)**

*The Instituto de Investigaciones Eléctricas (IIE) is a public enterprise dedicated to innovation, technological development and applied scientific research, in order to develop technologies applicable to the electrical and oil industries, providing support to the Energy Sector in electrical generation, transmission and distribution processes and improvement oil processes.*

- **Research Assistant**                      **1986 - 1987**

Functioned as part of a five-member team in the design and development of a tester for a burner control system in a thermoelectric power plant.

- Designed and developed tester interface using Turbo Pascal.
- Developed tester communication protocol.

**Fianzas Monterrey, S.A.****Mexico City (Mexico)**

*Fianzas Monterrey, S.A. is an investment property of New York Life, and specializes in performance bonds as well as asset fidelity bonds.*

- **Analyst / Programmer**                      **1984 - 1986**

Analyzed IT requirements and implemented appropriate software solutions on a VAX/VMS system using the VAX-BASIC programming language, the DATATRIEVE database system and the DCL command language. Maintained existing IT systems including the company accounting system.

- Introduced a standard for all user interfaces used by the company, supervised the conversion of the existing software to the new standard, and educated users to get them familiarized with the new interfaces.

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**VOLUNTEERING ACTIVITIES**

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**International Rescue Committee****Atlanta, GA (USA)**

*The International Rescue Committee (IRC) is a leading non-sectarian, non-governmental international relief and humanitarian aid organization based in the United States. The IRC's mission is to help those fleeing racial, religious and ethnic persecution, as well as those uprooted by war and violence.*

- Designed and developed a web-based educational software complement for the IRC's English as a second language program. This tool was implemented in Javascript and DHTML.
- Instructed IRC's clients (refugees and other displaced people) in basic computer skills.
- Assisted in the installation of computer systems and software at the IRC computer lab.

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**PATENTS**

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- **United States Patent 7577092 – Issued on August 18, 2009**  
Directory service for a computer network.
- **United States Patent 7502832 – Issued on March 10, 2009**  
Distributed directory service using junction nodes for providing network users with an integrated hierarchical directory services.
- **United States Patent 7437431 – Issued on October 14, 2008**  
Method for downloading an icon corresponding to a hierarchical directory structure from a directory service.
- **United States Patent 7305451 – Issued on December 4, 2007**  
System for providing users an integrated directory service containing content nodes located in different groups of application servers in computer network.
- **United States Patent 6901433 – Issued on May 31, 2005**  
System for providing users with a filtered view of interactive network directory obtains from remote properties cache that provided by an on-line service.
- **United States Patent 5956489 – Issued on September 21, 1999**  
Transaction replication system and method for supporting replicated transaction-based services.

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**PAPERS**

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- Co-author of white paper entitled "Network Pricing, Cost and Settlements", which has been cited in several technical publications.

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## EDUCATION

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- **MBA (Master of Business Administration)**  
**University of California at Berkeley**; Berkeley, CA (USA)  
*Emphasis on general management, technology, and new product development*
- **Management of Technology Certificate**  
**University of California at Berkeley**; Berkeley, CA (USA)  
*Certificate of management of technology awarded by the School of Business and the College of Engineering*
- **MS (Master of Science) in Computer Sciences**  
**University of Texas at Austin**; Austin, TX (USA)  
*Emphasis on software engineering with a minor in marketing*
- **BS (Bachelor of Science) in Software Engineering and Computer Sciences**  
**Universidad La Salle**; Mexico City (Mexico)  
*Emphasis on computer science, information technology and business administration*

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## TECHNOLOGY

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### System Administration and Networking

- Protocols: TCP/IP, FTP, HTTP, DNS
- Web and E-Mail servers and systems: Apache, IIS, MS Exchange, sendmail
- Operating systems: Windows, Linux, FreeBSD, Solaris, OpenVMS

### Software Development

- Programming Languages: BASIC, C, C++, C#, Java, Pascal, Assembly
- Enterprise Service Bus (ServiceMix). Application containers: Geronimo, JBoss, Tomcat
- Scripting languages: VBA, Python
- Interpreter and Compiler design and development, Bytecode-based execution
- Development environments: Visual Studio, Eclipse, Java Beans, IntelliJ Idea
- Database Management Systems: SQL, Oracle, Derby, Microsoft Access, JPA, Hibernate
- Project Management: PMP, Waterfall, Agile/Scrum, Object-Oriented Analysis and Design
- Other: Spring framework, Apache Camel, ActiveM-Q, CXF, Gradle, Maven, Git, SVN

### Web Development

- Markup Languages: HTML, DHTML, XHTML, CSS, XML
- Scripting Languages: Javascript, VB Script, PHP
- Web technologies: DOM, CGI, Ajax, ASP, SOA, SOAP, REST, JSON, .NET
- Search Engine Optimization
- Development tools: Microsoft Expression, GWT

### Management Applications

- Office suites: MS-Office (Word, Excel, PowerPoint, Access, Visio, Outlook), OpenOffice
- Project Management: MS-Project, OpenProj, Rally

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## LANGUAGE SKILLS

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- Fluent in **English, French** and **Spanish**
- Good command of **Italian** and **Portuguese**
- Basic knowledge of **Chinese** (Mandarin) and **Russian**

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## WORK AUTHORIZATIONS

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- **Authorized to work for any employer in the USA**  
Citizen of the USA

- **Authorized to work for any employer in the European Union**  
Citizen of Spain

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## **RELOCATION AND TRAVEL**

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- Willing to relocate to any national or international location
- Willing to travel