JOHN SHOUN, JR.

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QUALIFICATIONS SUMMARY

Senior systems developer offering proven strengths in application design/development, system debugging and enhancement, project leadership, and technical training and support. Track record of leading system improvement initiatives that resolve performance issues and boost system functionality, uptime, and efficiency. Demonstrated ability to communicate with end users and customers. Regarded for ability to readily learn and apply new technologies.

- Software / Applications Development
- System Integration & Performance Engineering
- Software Design, Coding, Testing & Support
- IT Design and Architecture
- Work Flow Planning & Implementation

- Technical Problem Resolution
- Customer Relations
- End-User Training & Support
- Team Development & Mentoring
- Unit, System & Validation Testing

TECHNICAL SKILLS

Operating Systems:	Windows 7/Windows Server 2008, UNIX (Solaris, Linux)
Software / Tools:	IDE (integrated development environments), revision control systems, web servers (IIS, Apache), Apache Tomcat, SOAP & Restful web services, object-oriented design, design patterns, .NET
Database:	relational database modeling and analysis, Oracle, SQL, PL/SQL, embedded SQL, performance tuning
Languages:	Java, C, Smalltalk, PHP, J2EE/JSP, scripting (sh, ksh)
Web / Networking	HTML, CSS, Javascript, AJAX, XML, XSL/XSLT, TCP/IP, HTTP, Vaadin
Special	Open Text Content Server, oscript, weblingo, LAPI

PROFESSIONAL EXPERIENCE

QUINTILES, TRANSNATIONAL. – Morrisville, NC   2011 to present
Architect I (2011 to Present)

Responsible for design and development of internal systems that support clinical trial document for FDA filing.

- Redesigned core system for managing electronic Trial Master File structures for filing clinical trial documents. The build to initialize new studies was reduced from 3-4 hours to under 5 minutes.
- Designed and developed new services to allow data exchange from external systems in the content management server.
- Developed content 'portal' (single page web application) to access internal content management system using Vaadin UI framework.
- Performance analysis and optimization of database reports (SQL query analysis and tuning)

Continued…

PPD, INC. – Morrisville, NC 2008 to 2011

Senior Systems Developer II (2010 to 2011)

Senior Systems Developer (2008 – 2010)

Designed and developed document management applications (workflows). Deployed Livelink ECM web services to support document interfaces to/from other corporate systems. Implemented interfaces to trigger internal workflow processes from external data sources. Developed supporting forms, tools and reports. Provided analysis and technical resolution for system performance issues.

- Implemented web services (service-oriented architecture) to enable real-time document exchange between Livelink ECM and customer facing websites
- Developed system interfaces/workflows to allow electronic signing and storage of IT validation documentation
- Developed an executive portal into Livelink content with a simplified, AJAX-based interface that displays dynamic content without requiring full HTML page refresh
- Taught basic workflow development to end-users; supported department developed workflows

NORTEL – RTP, NC 1985 to 2008

Senior Systems Engineer (1999 to Present)

Technical lead and systems engineer for corporate document management service with 40,000 users, 17 million documents, and 12 Terabytes of storage. Directed the governance process for evaluation and development of system enhancements. Managed the application code library and build processes. Interfaced with user community to gather business requirements and provide training to meet specific business needs. Key technical resource for problem analysis and resolution.

- Forecasted global server and storage capacity requirements to reduce costs without service impact.
- Increased document capacity 150% and reduced overall storage costs by integrating a new file archiving solution.
- Implemented HTTP server load balancing of web clusters for redundant, scalable service; improved service availability from 90% to 99.9%.
- Optimized system performance through application / Oracle tuning and problem analysis and resolution.
- Delivered end-user training to business departments, expanding technical knowledge of the user community while saving cost of outsourced training resources.

Senior Advisor, Information Services (1994 to 1999)

Led advanced technology center team that partnered with early-adopter development teams to transfer knowledge / skills through pilot projects. Managed and evaluated the performance of team members.

- Implemented advanced application development methodologies, including object-oriented design, Smalltalk, and Java.
- Controlled corporate expense for software tools by managed vendor agreements for licensed development products.
- Managed corporate code reuse library; defined coding standards and quality review processes.

Senior Analyst (1989 to 1993)

Provided overall system design and technical leadership to the 8-member application development team as the principle software designer for the telecom pricing system. Led application performance optimization efforts. Collaborated with multiple marketing organizations to gather, rationalize, and document business requirements. Communicated project status to management and user community.

- Developed and deployed first large networked, client-server, Oracle- and UNIX-based pricing system application implemented in C with embedded forward-chaining inference engine (AI) to generate dynamic pricing rules. Replaced mainframe system at reduced cost while providing additional functionality for marketing department.

- Developed coding standards; created and delivered in-house UNIX training and served as C language mentor to the development team.

Manufacturing Engineer (1985 to 1989)

Delivered engineering support for circuit board assembly line and administered system and network configuration for 130 Unix-networked PCs.

- Optimized generation of manual shop aids, achieving a 98% reduction in document generation time.
- Automated the programming of Universal assembly machines using circuit board CAD data, reducing machine programming time from 2 hours to 5 minutes.

Early Experience: Managed operation and maintenance of electrical, mechanical, and control systems as an Engineer for SOUTH CENTRAL BELL TELEPHONE CO. Developed and marketed an application to schedule preventative maintenance programs for plant / building management as VP of Software Systems for H JEFFCOAT MECHANICAL SERVICES, INC.

EDUCATION

Bachelor of Electrical Engineering
GEORGIA INSTITUTE OF TECHNOLOGY – Atlanta, GA

Bachelor of Science, Engineering (Math Minor)
DAVID LIPSCOMB UNIVERSITY – Nashville, TN

COMMUNITY INVOLVEMENT

Designed and fabricated solid state timing gate and PC interface for scoring and timing for SCOUTING PINEWOOD DERBY. Developed an object-oriented application to schedule races, run events, and report results on projected scoreboard. Provide website design and administration for a non-profit organization.