

EDDIE CAPLAN

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PROFESSIONAL SUMMARY

Over 25 years of successful professional experience managing and implementing all aspects of computer solutions for large and small businesses and academia: managing staff, budgets, objectives and goals; managing and performing, analysis, software and database design, implementation, documentation, and maintenance. Consistently rewarded with increased responsibilities and promotions.

EXPERIENCE

5/2006-present XCast Labs (Formerly GlobalTouch Telecom)

Fairfield, IA

Sr. Software Engineer

- Development and support of Prepaid VoIP Reseller program, traffic reporting, vendor invoice reconciliation, and fraud management.
- **Technology:**
 - **Software:** *Primarily PHP (w/Object-Oriented & MVC architecture), MySQL, and JavaScript/AJAX. Occasionally T-SQL stored procedures.*
 - **Database:** *MySQL, MS' SQL Server*
 - **OS:** *Linux; Windows NT*

1/2001-5/2006 Star Archer (IT Consulting)

Fairfield, IA

Owner

- Developed dynamic, interactive, database-driven websites.
Programming in PHP, MySQL, Flash, Actionscript, JavaScript, and Java.
- IT management and technical consulting to small-businesses entering eCommerce: Review existing technology, products and operations; Establish strategic plans and budgets; Prepare tactical plans, equipment needs, and milestones; Manage and implement projects; Account management.
- **Technology:**
 - **Software:** *PHP, Flash, Actionscript, JavaScript, Java*
 - **Database:** *MySQL*
 - **OS:** *Mach (Apple's MacOS-X); Linux*

6/1997-12/2000 Primus Telecommunications (Formerly Telegroup)

Fairfield, IA

Director IT, Telegroup Business Unit: 6/2000-12/2000

- Led 70-person department in every aspect of IT: Strategic Planning, Creation of Objectives and Policies, Managed multi-million dollar budget, Program Management, Software Development, Production Operations, Database Administration, Data Security, Network Administration (LAN/WAN), Configuration Management, Quality Assurance.
- Oversaw tie-in of Primus' eCommerce-vended ASP services to Telegroup's existing order fulfillment, customer-care, billing, and commissions systems.
- **Technology:**
 - **Software:** *Microsoft .NET framework w/Visual Basic, Visual FoxPro, Java; MS' SQL Server*
 - **Database:** *MS' SQL Server, FoxPro, Oracle*
 - **Hardware:** *Windows NT servers, Windows 98 desktop, WAN/LAN servers, telephony equipment*

Primus Telecommunications (continued)

Director of Production Operations, Telegroup Business Unit: 11/1999-6/2000

- Led 40-person department in daily Operations: Invoice/Billing Production, Commission payment Production, Cost-Reconciliation Production, Switch-Traffic Reporting, 24x7x365 Data Center, System Administration (Servers and Desktop), Vendor and Contract Management.

Interim Director of IT, Washington, DC / Ft. Lauderdale, FL: 8/1999-11/1999

- Led 30-person team (in-house and outsourced) in Executive Management Reporting, Data Mediation, Financials (Great Plains), Invoice Production (EDS), Software Development, System Administration (Desktop and Server), and Vendor Contract Management.

Sr. Manager of Software Development: 6/1997-8/1999

- Led software development teams (12 people) in Carrier-Invoice Reconciliation, Cost/Margin analysis, Switch Traffic Reporting, Rates Administration, Fraud Control, PeopleSoft Financials, Commissions, Corporate ReEngineering

7/1996-5/1997 Strouss & Associates (Consulting)

Fairfield, IA

Manager

- Account management, and led software development teams (multiple and simultaneous projects, 12 people total): Responsible for managing the contracts, budgets, schedules, requirements analysis, construction, testing, deployment at clients' sites throughout Iowa, including Pella Windows, Omega Cabinets.
- Projects included: Sales-History data warehouse and reporting engine; Bar-code enabled manufacturing and shipping tracking system
- **Technology: Progress (aka OpenEdge) / Linux**

9/1990-6/1996 Fannie Mae

Washington, DC

Senior Project Manager: 9/1994-6/1996

- Simultaneously led multiple teams, up to 18 people total.
- Responsible for budgets, plans, staff development, hiring, and firing
- Responsible for financial derivatives (REMICs) software reengineering and ongoing maintenance
- Delivered NeXT-based infrastructure and Ad-Hoc Reporting system in support of Fannie's Mortgage Liquidation Tracking system.
- Sr. Manager in Fannie Mae's *Object Factory*, which established the processes, UML analysis and design techniques, architecture, Objective-C libraries, and development methods for the company's strategic initiative for the corporate-wide adoption of Object-Oriented software and system development.
- Served on several Corporate Steering committees: Corporate ReEngineering, Technical Architecture, Software Tools, Employee Mentoring

Manager: 9/1992-9/1994

- Led teams of 6-12 people, responsible for budgets, schedules, hiring, firing
- Responsible for application team's infrastructure: Testing, Configuration Management, Systems Administration, Documentation, Hardware and Software Purchasing
- Led Workflow Management software development for REMIC tax processing

Fannie Mae (continued)*Sr. Technical Consultant (Team Lead): 9/1990-9/1992*

- Lead integrator for Fannie Mae's first multi-tiered WAN-based application, providing realtime Market-Maker and Live Pricing services to Fannie's regional offices and mortgage originators. Clients received real-time pricing information and placed mortgage-sale orders online, with immediate confirmation. Reviewed and provided sign-off of every software and hardware design, created and developed integration software, and wrote or reviewed every test plan.
- Lead developer for Fannie Mae's REMIC pricing/administration/tax-processing software.
- Acted as liaison between computer operations & software development teams
- Designed and implemented multi-processing infrastructure for economic software models.
- UNIX systems programmer and administrator

Technologies:

- **Analysis & Design:** UML, Rational Rose
- **Software:** C/C++, Objective-C, Unix shell
- **Database:** Sybase, Object Factory's OO-based persistence layer over Sybase
- **OS:** Solaris (SUN Unix), Mach (NeXT Unix), AIX (IBM's Unix)

9/1983-8/1990 Carnegie Mellon University (staff)**Pittsburgh, PA***Sr. Research Programmer*

- Co-Designed and Implemented a programming environment for parallel-processing computers to support computer scientist researchers. Included substantial multithreaded, system-level, and graphical (Motif) programming.
- Developed software in C, on multi-processing research variant of UNIX (Mach – now known as Apple's MacOS-X)
- Supervised part-time and undergraduate programmers
- Prepared and presented demos and walkthroughs for funding agents

EDUCATION**1983 Carnegie Mellon University****Pittsburgh, PA**

- B.F.A. Music Composition

1990-1996 Fannie Mae**Washington, DC**

- Variety of professional training classes: Project Management, Negotiate-to-Win, Conflict to Collaboration, Object-Oriented Analysis and Design, Presentation Skills, Personal Effectiveness Program, UNIX System Administration, XView/Motif Programming, Sybase Client/Server Interfaces

HONORS

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| 1994 | Leadership Development Program, National Leadership Institute, University of Maryland |
| 1992 | Chairman's Award, Fannie Mae |
| 1992,1994 | Premium Performer, Fannie Mae |
| 1989 | Publication: Lehr, Segall, Vrsalovic, Caplan, Chung, and Fineman.
<i>Visualizing Performance Debugging</i> , IEEE Computer, October 1989 |
| 1983 | Winner, Concerto Competition, Composition, Carnegie Mellon |
| 1977 | Pianist, Pittsburgh Youth Symphony Orchestra, European Tour |

TECHNOLOGY

Languages PHP, HTML, JavaScript/AJAX, Java, UNIX Shell, C / C++ / Objective-C
Databases MySQL, MS-SQL, Sybase, Oracle, Progress, FoxPro (OpenEdge), Informix, Ingres
Hardware Macintosh, Intel/Windows, Sun, HP, NeXT, IBM RS-6000, DEC minis and mainframes, PERQ
OS Linux, Mac OS-X, Windows-NT/98/etc, Solaris, HP-UX, Mach (pre-commercial), OpenStep,
DOS, SCO, AIX, Tops 10/20, RSTS, RTS, Accent
Packages: *Development:* Flash, WebObjects, Project Builder, Software thru Pictures
Unix: sh, ksh, csh, make, awk, lex, yacc, sed, etc.
Sysadmin: Tivoli, HP-OpenView, NFS/Automount, Fusion, NIS, Legato, NetInfo, AutoSys
Config Mgmt: CVS, SVN, PVCS, SCCS, RCS,, DevMan, Clearcase
Commercial: Saville, BusinessObjects, Crystal Reports, Rational Rose, Remedy, Cognos, Rational, XRunner,
TeleUse, CenterLine, MS-Office: Word, Excel, PowerPoint, Access
Management: MS-Project (extensive use)

REFERENCES

Upon Request