

# Jim Donovan

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**Profile:** *A technical professional specializing in enterprise and cloud based software solutions, embedded systems, networking, telephony, and software development tools; a positive and enthusiastic educator and technologist. A problem solver who works thru challenges to find mutually beneficial solutions; a solid track record for leading projects which meet deadlines and accomplish goals within budget. A field sales technical expert I've delivered revenue performance on quota for Fortune 50 companies with consistent growth and high customer satisfaction.*

## TECHNICAL PROFICIENCIES:

### Life-cycle Project Lead in systems deployment, expert in workflow / requirements analysis

- Able to articulate and convey complex concepts to an audience with various backgrounds, to maintain interest and drive teams toward enthusiastic positive results for all parties involved.
- Individual contributor, diligent schedule tracking ability, user of Contact Relationship Management (CRM) and project tracking systems (JiveOn, SharePoint) web authoring, web teaming and social media tools.
- Technical Field Sales at both large and small companies with excellent revenue generation ability.
- Enthusiastic practitioner of Agile/SCRUM; team enabler for SCRUM principles and Agile deployments.
- Individual contributor diligent at scheduling, Task/User Story tracking, with BurnDown, WorkFlow, and also an advocate of Social Teaming tools, Dashboards using IBM's RTC, Microsoft's TFS and SharePoint or JiveOn

## EMPLOYMENT EXPERIENCE:

**Electric Cloud** via remote office – headquarters: San Jose, CA 2014 – 2015

### ***Solutions Engineer: Northeast Region for ElectricFlow and ElectricAccelerator solutions for DevOps***

Software Dev Automation Field Sales, Customer PoC and Deployments on New England Technical Team

- Proof of Concept "PoC", helped customers in pilot project scoping and determining criteria for success, project planning, implementation of evaluation project; and subsequent ROI to close deals.
- Continuous Integration, and Continuous Deployment solutions expert; to guide process transformation at client evaluations for project kick-off. Resulted in *100% programs adoption after PoC*.
- Ongoing customer deployment mentoring and coaching – for education planning and issue escalation via Tech Support and Service teams for on-site intervention at clients in the Northeastern US & Canada

**International Business Machines**, remote office – based out of Littleton, MA 2010 – 2014

### ***IT Software Specialist: Rational Brand, Development Process Support and Software Development Tools***

Senior Technical Accounts Manager: Mid-market, NE State Governments, Raytheon USA, Health Care

- Certified product expert for IBM Rational products.
- Certified in Agile SCRUM Master, lead of quick turn "iterative development" with Story Points and requirements management tasks, stand-up meetings, Project Tracking, Retrospectives, Test Criteria
- Built Customer Implementation Plan, Readiness Plan and Statement of Work on contract deliverables
- Sales & Support role of product life-cycle (Requirements thru Testing) of dev process in Northeast accts (e.g. Commonwealth of Massachusetts, State of CT, Dept of Defense, Raytheon, mid-market accounts)

**Texas Instruments** via remote office – based out of Waltham, MA 1999 – 2009

### ***Technical Product Specialist: OMAP Open Media Application Processors family***

- Managed Systems Engineering of customer projects (compensated on key milestones and management objectives) across multiple industries: Telecom, Medical Devices, Healthcare Info Systems, Electronics

### ***Senior Technical Staff, and Manager "Telogy VoIP" Software (Broadband Communications Group)***

- Key contributor enabling the largest VoIP system design start (of greater than \$5M) in the Northeast leveraged into a major supplier exclusive relationship for Telecom/VoIP endpoints and client gateways.
- Led the group of Application Engineers for Telogy Software products in Americas region: 2002-2006

**Other employers prior to 1999 include:**

- Riverton Software** – Cambridge, MA;
- Rational Software** – Lexington, MA;
- Harvard University, Extension School** – Cambridge, MA;
- Cadre Technologies** – Providence and Wellesley, MA;
- Hewlett Packard** – Colorado Springs, CO and Andover, MA

**RELEVANT SKILLS:****Workstation Experience: Win/7 Ent, Win/8.1, and Linux Hosts; also: Windows/Server (2008, and 2012)**

- Microsoft Office: Excel, Word, PowerPoint, SharePoint, web team communication and coordination tools
- Project Management: IBM Rational Team Concert "RTC", Microsoft Team Foundation Server "TFS" and MSFT Project, Team Sharepoint, IBM's BlueWorks project workflow tool (as integrated with RTC) for Business Process Modeling "BPM" and work flow (BlueWorks also ties into IBM's RRC Requirements tool).
- Cloud based and VMware expert user of enterprise apps including Web services, SQL Server, Oracle 11G, Derby & Apache web application servers, collaborative provisioning of cloud based Software as a Service.
- Network wide software application installation and configuration in various topologies: App Dev tool suites, support platforms, build/make, Continuous Integration "CI" and Configuration Management "CM".
- Various Software Development tools / methodologies:
  - IBM Process Management tools for Agile and Structured (waterfall) methods using Team Concert
  - DOORS Requirements Management software, also Rose Developer (Object Oriented SW Modeling)
  - Rational Quality Manager "RQM" test management and test automation software
  - IBM Rational Requirements Composer "RRC" for Management of Requirements for an Enterprise
  - Agile Development: Thought work's Mingle for Scrum and eXtreme Programming "XP"
  - Software development tools, C, C++, C#, assembly, build, debug and make; OE Linux and VxWorks
  - Scripting languages: Perl, Unix shell programming: sh, ksh, csh; Tcl and PowerShell (Windows)

**Teaching and Facilitating:**

- Agile Teams - delivered multiple hands-on lab exercises at Commonwealth of MA for state employees
- "Virtual Open Labs Workshop" on Software Systems (Westford MA in IBM's Executive Briefing Center)
- Test Conductor "Hands On Cloud-based Labs & Lecture" on IBM's Software Quality Assurance tool suite
- Requirements Management for Dev. Teams, Quality Manager, hands-on labs at Commonwealth of MA
- Agile/SCRUM Project Management, webinar (lunch 'n learn, web presentation) with 150 participants

**EDUCATION:**

**BS in Computer Science** with a minor in Electrical Engineering, University of Vermont, Burlington, VT

**Writers Workshop**, Karmê Chöling West Barnet, VT – Seminar with author Susan Piver (20010)

**IEEE Workshop**, Woburn MA – SW Development for Medical Device Manufacturers (2009)

**Certified Energy Manager "CEM" Workshop**, Woburn MA – Candidate for Certification (2009)

**C6000 DSP Integration Workshop**, Burlington, MA – TI Signal Processors (2008)

**Certified MS Win/CE Training**, BSquare Corp, Boston MA – Embedded Solutions for Windows (2008)

**VOLUNTEER COMMITMENTS:**

**Red Cross**, regular donor; **Habitat for Humanity**, volunteer in Lawrence, MA; **Winchester Historical Society**, board member; **Hurricane Katrina Relief**, volunteer in Winchester Congregational Church group