

Resumagic.com Sample Resume: Software Engineer

John Smith

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Overview

Eighteen years experience analyzing, developing and troubleshooting software and systems architecture. Proven ability to lead teams in the design, development and implementation of new software solutions and in the customization of existing solutions to specifications and on schedule. Considerable experience in customer relations management involving large corporate and international clients.

Professional Experience

Principal Architect, **NAME OF CORPORATION**, City, ST

10/98 to present

Work in capacity as on-site expert and lead developer specializing in providing solutions to diverse clients with unworkable, incompatible or damaged systems. Responsible for system architecture and design; detail design specifications and development of long-term plans to meet project objectives. Develop system narratives, storyboards and user interface prototypes; work with development teams to implement project specifications using proven object oriented design and object oriented programming patterns and techniques. Provide support and technical guidance to team members. Major projects:

- Currently, the technical development leader of 14-member engineering team developing a Chordiant 5 (JX) Weblogic CRM solution for [name of client] using Eclipse / CVS. All preliminary work was completed on-time and within budget and the team significantly reduced the number of defects and improved overall performance by 80 percent before the application went in to production.
- Assumed role of CTI analyst and provided architecture and design services for [name of client] to integrate their brokerage application to an Avaya G3 PBX. Used JTAPI to design a solution enabling the client to have seamless telephone access to customers' accounts.
- Developed the client side user interface components using Swing for [name of company]. Realigned their requirements and use cases with respect to the Chordiant CCS framework. Worked closely with development team and technical architect to resolve Java-related development problems.
- Completed the following projects for [name of company]: (1) Developed a web-based front end for their UBFile system using VisualAge Java; (2) Developed communication classes in C++ which allowed distributed applications to communicate via TCP and IP Multicasting; and (3) Developed a set of backend services for [name of company] OnDemand document management system using C++ which enabled system to communicate with non-Windows based applications.
- Lead developer / expert on [name of company] project to develop and implement their Chordiant CCS product using VisualAge for Java.

Senior Software Engineer, **NAME OF COMPANY**, City, ST

11/95 to 09/98

Developed IBM and Intervice IVR solutions; implemented and installed CTI solutions; and provided technical marketing support and customer site surveys for clients. Projects:

- Led 5-member development team that developed a multi-threaded Java-based predictive dialing solution for [name of client].
- Developed an alternative intelligent network solution for [name of client] that significantly reduced implementation costs by offering up to 32 T1's of combined IVR and switching functions such as scripting, prompting, digit collection, conference and one number calling.

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Vice President of Product Development, **NAME OF COMPANY**, City, ST

01/92 to 11/95

Founding member and lead architect offering high quality computer telephony integration (CTI) products and services to call centers. Developed [name of application], a highly scaleable client-server, UNIX based information server that integrated with all major IVR and PBX platforms and offered an MIS capability to monitor, track and analyze agent productivity for clients. Accomplishments:

- Helped grow company from scratch to employing 15 people and earning \$5 million in annual revenues in just three years.
- Provided technical support and consulting services to major corporate clients, including [list of clients] (which was a major project requiring support of 1600 call center agents with a peak call volume of 40,000 calls per hour).

Software Engineer, **NAME OF COMPANY**, City, ST

08/90 to 09/91

Company provided a mainframe-based cost modeling product for construction of large chemical plants for customers such as [list of clients]. Helped with product implementation and troubleshoot software and network architecture. Major project:

- Rewrote the product in a UNIX environment using X / Motif to simplify data entry and manageability of the many data interdependencies; the resulting GUI product was compact and efficient enough to be used on laptops in the field.

Computer Science / Technical Skills

Software Development Tools: IBM VisualAge Java, IBM WSAD, Eclipse/CVS, Embarcadero Describe, Microsoft Visual Studio, EMACS

Languages: Java, J2EE, EJB, C, C++, HTML, XML, Visual Basic, KSH, Perl, ANT, AWK, SED

Operating Systems: Windows 95/98/NT/2000, UNIX (AIX, Solarus, Linux, Sun OS, FreeBSD), OS/2

Technologies: TCP/IP, Computer Telephony (CTI), IVR, CallPath, JTAPI, Weblogic, Websphere, LDAP, object oriented programming (OOP), object oriented design (OOD)

Networking: TCP/IP, IP Telephony, XML, HTML, EJB, Servlets, TIBCO, MQ Series

Applications: Microsoft Office Suite, Microsoft Project, Microsoft Visio

Databases: Oracle, MySQL, Microsoft Access

Education

M.S., **Applied Mathematics**, NAME OF UNIVERSITY, City, ST

1985

B.A., **Mathematics**, NAME OF UNIVERSITY, City, ST

1982