

robert a. jakobson

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Career Objectives:

Having worked with some of the largest names in the IT industry on projects that have impacted computers and users globally - I've met most of my personal goals from a career perspective.

I am now looking for new goals, new challenges, new ways to do the things I've done before with the skills and knowledge and technologies I've acquired. I have always had a passion for technology, being a part of and impacting the future.

My objectives have yet to change because of this passion. Find new and better ways to do things. New roles, new challenges, and if possible share knowledge while I learn from those around me... and have as much fun as possible while I'm doing it.

SUMMARY:

- Experience in Global Software Application Design, Development, Deployment and Management
- Successful Program Manager, Project Manager and Software Development for Microsoft, IBM, AT&T, SUN Microsystems
- Highly successful PM work (both technical and non-technical) on global projects determining, driving and delivering on goals and expectations.
- Highly technically skilled in multiple development backgrounds, customer contact, negotiations, requirements gathering, analysis, scoping and translating those into finished products and services.
- Experience managing multiple projects and deriving Architectural needs and design.
- Agile, Scrum, Feature Driven, PMBOK and Waterfall Development methodologies.

EXPERIENCE AND ACCOMPLISHMENTS

Microsoft Corporation	Chameleon Technologies	April 2010	June 2011
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Program Manager (Microsoft Global Networking Services)
 Program Manager / SCRUM Master for SDLC and UAT environments with the GNS Tools Team.

- Scrum Master
- Provide reporting, status and updates to management.
- Create and provide process and documentation for Disaster Recovery of all tools.
- Provide direct consulting on customer specific integrations.

In addition to usual scrum master and PM duties, I handled some development and SME work on specific Sharepoint sites for our department and external groups which required assistance. I also created several reporting tools which worked with internal sites and merged the data with TFS reports. I also handled development of some scripting and reporting duties for other teams which required specialized tools..

AT&T WIRELESS	Insight Global	November 2008	April 2010
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PREMIER INTEGRATION PRODUCT MANAGER
 Product Manager handling support systems, testing, technical design approval of AT&T Wireless Premier eCommerce integration.

- Review, architecture, design and direct management of over 75 Fortune 500 customers.
- Automation of B2B systems for new customers to integrate with AT&T.
- Design/Developer of B2B cXML validation, verification and testing tools and processes.
- Provide direct consulting on customer specific integrations.

Technologies used included:
 ATG Dynamo, Oracle Database, direct PunchOut support via cXML, XML and OCI, to Ariba Supplier Network, Oracle Supplier Network, Oracle Exchange, Perfect Commerce, and direct bridging to AT&T systems.

Designed; established process, procedures, technologies, and architecture required for internal and external clients to work with AT&T procurement integration.

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Developed several original tools for testing and diagnosis of Java, JSP, XML, cXML, OXTA interactions with various eCommerce Supplier networks as well as customer “home grown” procurement systems

Microsoft Corporation Volt Technical Services November 2007 April 2008

PROGRAM MANAGER, WINDOWS UNLIMITED POTENTIAL GROUP

Program Manager responsible for development and delivery of hardware drivers and applications on special version of Windows XP Professional for “Netbooks” and the (One Laptop Per Child) OLPC XO-1.

- Manage and Deliver driver development for hardware needs of the XO-1 and “Small Footprint Devices” a.k.a. “Netbooks”.
- Insure that the OS *achieved or exceeded* feature parity with native Linux interfaces. Working with and driving multiple internal and external hardware software vendors and delivery teams.
- Perform project scheduling, driving milestones, overcoming extensive technological obstacles from M2 to M5, RTM and RTW of the project.

This project received considerable internal and external visibility and exposure and required an extreme degree of confidentiality be maintained.

An added unusual element of this project was working directly with the OLPC organization, a global high profile non-profit OpenSource group required maintaining and growing relationship trust and knowledge transfer channels which were completely new for both groups.

The project was received in the press incredibly successful. In many areas the XP OS developed is not only faster than its Linux based XO UI but with increased features and functionality.

Additional roles for me on this project included

- Designer of the Icons / Graphics on the UI for the GamePad application.
- Designed the UX, UI for Driver Help screens and dialogs.
- Provided technical assistance for and assisted directly with user beta tests and case studies directly with users for field tests.
- Assisted vendors directly toward WHQL Certifications and obtaining WHQL Errata for drivers.
- Designed processes for and was the actual Localization Engineer.
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Microsoft Corporation Microsoft Corporation April 2006 September 2007

PROGRAM MANAGER, WINDOWS INTERNATIONAL | LOCALIZATION TOOLS TEAM

- Responsible for the development and deployment of recycling strategies and tools for the LocTools platform.
- PM assigned to UI on LCXAdmin, LocStudio and LocProject 6.0 and 6.1 releases.

This included creation of functional specs, UI design and customer contact with Office, Windows, MSDN, MSN/Windows Live, and internal software customers of Microsoft. This work was directly responsible for allowing Microsoft Software to be localized to more cultures than any other software on the planet.

Freelance Work September 2005 April 2006

Contracted Employment | Small Projects

- Worked on various projects for small to medium sized companies throughout the Rocky Mountain by working on development projects with new technologies in Construction, eCommerce and Medical Devices.
- Redesign of web based applications for construction firms using ASP and XML to MS SQL Databases.
- Redesign of UX/UI Web Applications with FLASH (ActionScripted interfaces), SOAP, for SAS, SOA technologies.

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- UX and UI redesign of Medical Device GUIs using C#, VB.NET, Win32 API and GDI / GDI+ on a globalization and localization SOA clients..

SUN SoftSol Resources April 2005 August 2006
MICROSYSTEMS

SME (SUBJECT MATTER EXPERT) CONTRACTED BY: SOFTSOL RESOURCES

- Expertise and Mentoring on the design, development and deployment of the SPS 2.0 Heterogeneous offering.
- Responsible assistance and guidance to the SPS team to bring them to RR (Revenue Ready) Status for funding.
- Contract extended to assist achieving the Pilot and GA release phases.
Work involved consulting on the development of required components of the SPS 2.0 (Sun Predictive Services) for Heterogeneous Services. This included both technical and subject matter expertise in the development of specialized applications and processes required. Secondary to this role, assisted with project planning, functional design, technical deadlines and tracking of the applications required to allow the projects go forward and achieve the RR, Pilot and GA funding.

IBM GLOBAL August 2000 April 2005
SERVICES

**ECOMMERCE SOLUTIONS, NATIONAL PRACTICE
SR. IT SPECIALIST / ARCHITECT
2000-2005 (MULTIPLE JOB ROLES AS ASSIGNED TO PROJECTS)**

- Lead Tool Application Developer for VSA (RT Audit, WinAudit and WinCWA).
 - Creator, Designer and Developer of passive security and auditing tools an single sign-on solutions tools used by accounts globally responsible for several patents, and providing massive reductions in costs while increasing uptime and productivity.
- Application / Architectural Consultant / Development Specialist.
 - American Express, Avaya, Bank One, Johnson & Johnson, Lucent Technologies, Rational Software, State of California, NBA, Sony, eCommerce and Critical situation issues specialist.
- 911 SWAT (On Site Field Team)
 - IBM Customers destroyed in 911.
- eCommerce and Web "Guru" for multiple help desk systems for some of IBMs largest client help desk infrastructures..

MAILBANK.COM April 2000 August 2000

Consulting Specialist for Web Transition and Database Issues

Led the effort to transition, redesign and optimize a total of 43,000 web site mail and individual user virtual domains. This included movement of systems from Vancouver BC to USA facilities, reverse engineering of code, documentation of code and site, redesign of site, added functionalities and consulting on web/data interfaces, web administration tools, performance tuning of servers and code.

(Company has been sold and is now Net Identity.)

IBM GLOBAL CDI Corp. August 1998 April 2000
SERVICES

MULTIPLE NATIONAL / GLOBAL ACCOUNTS FOR SOFTWARE DELIVERY CENTERS

Web Application Developer / Architect

Implemented five major web application development and rollout efforts, two code rollovers. Most challenging involved a national network (Class C) migration - with simultaneous web tool migration within a 24 hour window. I was responsible for nationwide code re-deployment of both web and desktop-based clients. This included the creation of self-installing copy protected modules in VB and Installshield with authenticated web installations.

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This prevented unauthorized duplication after installation. My work also included debugging & troubleshooting existing and untested applications for leaks, faulty & redundant code, database and network performance issues and the tuning, debugging and removal of the issues, user interface issues, server installation issues, developing test cases, testing and reporting metrics of performance evaluations.

Firehole.com CIO 1996 1998

WEB HOSTING / ISP / WEB APPLICATIONS PROVIDER
CIO / Chief Design and Development Operations Engineer

Firehole was one of the first companies to enter the ISP / Web Hosting arena in the Wyoming / Utah / Colorado region.

Firehole's performance was respectable - increasing investor profits over 200% in the first year. I then engineered Domain Hosting methods and processes for the company and increased profits another 120% the following year. The success of the company was that it was then later sold in 1998 garnering a 234% profit for investors due to my efforts.

Powder River Industrial Owner 1991 1996

Development Enterprises

Computer Software Developer / Designer

Created custom financial applications and IT solutions for government, real estate, security, legal and engineering firms within the S.W. Wyoming area.

SKILL SUMMARY & ADDENDUMS

*ALL SKILLS LISTED BELOW HAVE BEEN VERIFIED AND USED ON CLIENT ENGAGEMENTS.

Specific Areas of Skill Detailed:

Operating Systems, Application Development, Systems Integration, Project Management, Product Development & Life Cycle

Security / Infrastructural Knowledge:

- ITCS104, ITCS204, ITCS304, Standards for Implementation and Deployment Design Considerations
- GSD331 Requirements Gathering and Standards for Implementation
- ISO 17799 Standards (500 and 800 Series)
- Enterprise Level Infrastructure and Architecture

Operating Systems:

Microsoft (Mastered)

- Windows [Standard, Web, Enterprise]
- * Windows Server 2000, 2003, 2008
- * Windows NT, 2000,XP, Vista, Windows 7
- * Internet Information Server (IIS v 3.00 – 8.00)
- * Legacy Windows ME, 98, 95, and MS-DOS

NON-MS Systems:

- Experience with
- (Operation of but not Mastery of)
- * Unix
- * AIX
- * Linux OSs.[Redhat, SuSe]

Computer / Programming Languages:

Microsoft:

- Visual C++, Visual Basic, VBA, VB.NET, C#, J#
- Windows API (Win32 API)

Pseudo-Code Skills

Proprietary Software

- Delphi 3-4
- Macromedia Flash Action script
- IBM Lotus Script
- MS SilverLight / WPF, XAML
- MSXML 4.0,MS DTS, ASP, ASP.NET, VBScript, ADO / RDO ADSI /
- WMI / WSH / WBEM / SNMP / PowerShell

Standards Based

- Java
- SQL
- JavaScript
- PERL
- HTML, XML, dHTML, XHTML, CSS, XML

DATABASE / DB Management Systems:

- MS SQL 2000, 2005, 2007, 2008 Enterprise & Standard
- Sharepoint Services
- MySQL
- IBM DB2
- Lotus Notes Databases
- Sybase 11-11.9

DESIGN and DEVELOPMENT TOOLS:

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Microsoft

Visual Studio [Team Foundation Server / Professional]
MSDN & Source Safe
MS Product Studio
MS Expression Blend
MS Expression Encoder
MS Expression Web
MS SharePoint Designer 2010
Silverlight & WPF
LocStudio (4.8/6.0)

Program / Project Management

MS Project
MS Visio [Standard / Enterprise Architect]
MS Sharepoint
MS Product Studio
MS Visual Studio Ultimate / VSTFS
ScrumMaster

Localization

LocStudio 4.8, LocStudio 6.0
TRADOS SDL

SDKs

Microsoft Windows SDK, DDK
MS Mobile Developer SDK
Windows Media Services SDK
JAVA J2SE
Java SDKs

InstallShield

* Installshield 10.5 Premiere, Installshield Professional,
Adminstudio, Demoshield, Package4TheWeb

ADOBE / CS4 Master Suite:

Dreamweaver
Photoshop
Fireworks
Soundbooth
Acrobat
Illustrator
AfterEffects
Premier Pro
Flash

Misc

CODESmart Solutions
Mercury Testing Tools [WinRunner] Webtrends
Wise Installer
ParticleIllusion 3.0 & S.E
Axialis IconWorkshop
AutoDesk 3DS Max
ArtRage 2.5
Blender DAZ
3D Studio MAX

IBM

Lotus Domino Designer
Websphere Studio
Rational Software tools
NWS Webmonitor (Developer)
eESM Webmonitor
IMAC Asset Mgmt, IBM WinAudit (Developer)
HelpNow.
Websphere Application / Portal / Commerce Server
Tivoli NetView / Tivoli Directory Server

EDUCATION / TRAINING

Bachelor of Sciences Program - Degree Uncompleted
Major: Film & Television (Cinematography)
Minor: Journalism / Communications
Montana State University
Bozeman, Montana

SPECIALIZED TRAINING & METHODOLOGIES:

- * IBM GS Project Management Agile methodology.
- * Microsoft RADD Methodology.
- * Microsoft Project Management.
- * Microsoft Program Management.
- * Rational Software tools and Development technologies.
- * Coaching & Mentoring - Timothy Gallwey (Author: Inner Game of Work)
- * DFSS (Designed for Six Sigma)
 - Agile Development
 - Scrum
 - XP (Extreme Programming)
 - Feature Driven Development
- * ATG Dynamo Development, Design & Deployments

PUBLICATIONS AND SPEAKING ENGAGEMENTS:

- * Internet Information Server Tuning and Performance for NT 4.0 and 2000
 - Internal IBM White Paper
- * Home on the Internet Range
1996 Star Tribune Publication
- * Former Award Winning National Collegiate Public Speaker.

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SUMMARY OF CORE SKILLS

*(All listed skills below verified by Actual Work Performed, and skill level rated verified by Employers and or Customer/Client Contact. These are taken directly from employee evaluations.)

Professional/ Business Training:

- LEADERSHIP
- Financial Analysis
- IBM Infrastructure
- Pricing Concepts
- Proposal Development
- Risk Management
- Strategic Business Themes
- Performance Management
- Professional Vitality
- Team Building
- Project Management
- Knowledge Management
- Engagement Management
- Negotiation
- Winning Business
- Managing Organization Change
- Application Development Methodologies & Tools Usage
- Architectural Elements Management
- Business and Technical Requirements Analysis and Consulting II

DETAILED SKILLS ACQUIRED:

CLIENT FOCUS SKILLS

- * Client Relationships Management, Client Requirements & Architectural Decisions Development
- * Communication Styles, Communications Program II, Consulting Techniques Use
- * Customer Technical Requirements Definition
- * Integrated - Customized Solutions Development
- * IT Solutions Database Usage, IT Standards Applications, IT Standards Development
- * Knowledge of Competitive Trends Application, Knowledge of e-business in Clients Industry, Knowledge of IBM IT Related Services
- * Library Management Tool Usage
- * Methodology, Methodologies Application
- * Negotiation Performance, Non Standard Contract Terms Management
- * Operating System Implementation Planning, Operating Systems Implementation, Operating Systems Support
- * PKI & Cryptographic Technology Application
- * Project Change Management, Project Risk Management, Projects Plan Problem Solving, Problem Solving Principals, Technical Solutions Analysis
- * Solutions Architectures Development, Security Solution Architecture, Solutions Development Utilizing Architectures
- * Strategy / Design/ Implementation of Solution Leadership, Successful Negotiations, Team & Individuals Leadership, Technical Direction Leadership, Thought Leadership II, Output for Reuse, Test Strategy Development
- * The IBM Signature Selling Method
- * Value-Add Selling Process Usage
- * Worldwide CRM Processes and Tools II
- * Middleware Solutions Advice
- * Modeling Techniques Usage. Object Technology Solutions, Product Conversion, Workflow Architecture
- * Organizational Change Techniques Application

FOCUSED SKILLS ACQUIRED & USED ON PROJECTS (CONT):

SOLUTIONS SKILLS

- * Business Mgmt, Document Mgmt, Workflow Solutions Processing, Proposal Development
- * Document - Image Content Strategy Consulting
- * Future Organization Design, Human Performance Effectiveness
- * IT Design - IBM Infrastructure Knowledge Application
- * Jumpstart Technique
- *, Workflow Design Tools Usage, Workflow Methodology Usage, Taxonomy Analysis
- * Application Development Methodology & Tools, Asset Management Tools
- * Business IT Requirements Translation, Business Strategy Considerations, Client Solutions Development, Client Strategy and Planning Application, Contract Bid and Negotiation Management Application
- * Data and Database Administration Advice, Data Models Understanding
- * Enterprise-Wide Security Admin Solutions Implementation

SECURITY TRAINING & SKILLS ACQUIRED:

- * Intrusion Detection Solutions Implementation, Security Standards Secure Remote Access Solutions Implementation
- * Network Security Solutions Implementation, Networking Software Implementation

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WEB SPECIFIC SKILLS

- * Web Content Management Strategy Consulting, Web Browser Solutions, Browser Solutions Implementation
- * Web Content Quality Assurance Principles
- * Web Information Design, Web Information Development
- * Web Page Design Principles, Web Page Development, Web Publishing
- * Web Server Administration
- * Web Services - Application Development Frameworks, Applications Design, Architecture Development, IBM Legacy Transformation (LT) Interoperability, Legacy Transformation (LT) Applications Design, Legacy Transformation (LT) Solutions Architecture
- * Web Services - Service Oriented Architecture (SOA) Adoption Roadmap Development, (SOA) Architecture, (SOA) Def. Engagement Leadership, (SOA) Solutions Architecture, Web Services - Standards
- * Web-Based Solutions Advice
- * XML for Content and Website Management
- * Defining Corporate Web Standards

TECHNICAL SKILLS

- * Project Management Application, Full Life Cycle Usage, Program Specifications, Communications Teamwork / Leadership of Teams, AD Human Factors Usage, User Tasks & Usability, Requirements, Creating Plans to Support Web Sites
- * Graphics Layout Design
- * Application Architecture Using Application Platforms, Application Testing Activities, Applications Strategies for Maintenance, Applications/Products Usage Solutions
- * Operating System Performance, Tuning Performance, Performance-Capacity Planning Knowledge Application, System Programming Performance
- * Programming Languages, SQL Programming, Legacy Transformation Applications Development
- * Package Software Implementation, Package Solution Configuration and Testing, Package Solution Functionality
- * Technical Implementation-Platforms/Subsystems
- * Object Oriented (OO) Development Solutions
- * e-business - Financial Analysis, Financial Techniques Use
- * I/T Solutions Using NW Mgmt Products Architecture
- * Security Middleware/Pltfrms/Appls/Ds/Sysmgmt Implementation,
- * Security Solutions to Meet Bus Requirements, SSO Problem - Management Assessment/Design

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ADDENDUM 2: REFERENCES

Lon Bale
Lockheed Martin
(Previously with IBM GS)
Systems Engineer Sr Staff

Terry Barnes
IBM Global Services
Sr America's Manager, PTS

Richard Curtis
HP
Architect

James (Neil) Doane
Red Hat, Inc.
(Previously with SUN)
Technical Account Manager

Paul Farrell
IT Consulting
Owner - IT Solutions Ltd.

Gretchen Healey
IBM Global Services
Sr America's Manager, PTS – AT&T

Dan Kimball
Configuresoft
Manager, Technical Solutions

Nate Kvernum
Configuresoft
Systems Engineer Director

John Gunabal
Microsoft
Sr. Program Manager

Cameron Lerum
Microsoft
Software Development Engineer Lead

William Moss
Microsoft
Program Manager, Windows International

Kevin Mote
IBM Global Services
Manager - Cross Services

Will St. Germain IV
IBM Global Services
Global Architect

Cliff Fukanaga
IBM Global Services
Project Mgmt

Phi Heng
IBM Global Services
Security Auditing Specialist

Tim King
Microsoft
Program Manager, Windows International

*Additional References Available upon request

Detailed Contact Information Removed for Privacy Concerns - Please Contact me for Details