

DAVID MULLANEY

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Objective

Leverage experience in pursuit of quality solutions as Systems & Software Engineer including responsibilities in managing projects to refocus into role of Project Manager.

Summary

Systems & Software Engineer with expertise in quality, Operating Systems, training and worldwide system design/software life cycle –strong work ethic, organization of information, technical details and customer satisfaction (complete sales life cycle).

Technical Skills

- ▶ Fluent reading, writing, speaking, HTML publishing and translating Spanish and English
- ▶ Operating Systems (HP-UX, Windows XP, Windows 2000, Windows NT, Windows 95)
- ▶ Solutions (OS + Servers using PA-RISC/IA-64 + Services + Storage Arrays)
- ▶ Microsoft Project, Visio and Office (PowerPoint, Excel, Word, Outlook)
- ▶ Analysis (High Availability configurations, Total Cost of Ownership, Consolidation)

Career History

Hewlett-Packard Company, Colorado & Maryland

1995 – 2002

Accomplishments for Quality

- ▶ Produced, directed and wrote script for 30-minute training video to improve patch quality.
- ▶ Participated in strategic meetings to coordinate and focus efforts on delivering HP-UX 11i Operating Environments with approximately a 350% increase in quality.
- ▶ Redefined support position for Software Distributor; established positive team reputation.
- ▶ Contributed to Root Cause Analysis on behalf of Bellcore (later known as Telcordia).
- ▶ Performed Y2K analysis, testing and support for Software Distributor (SD).
- ▶ Helped Boeing with changes to SD; technical corrections to Boeing process.
- ▶ Ran internationalization tests for SD and managed fixes; documented/scripted process.
- ▶ Performed author, leader, reviewer and recorder roles in software inspections.
- ▶ Wrote and executed test bed for GeoCustoms software (batch and usability testing).
- ▶ Gathered and affinitized customer data from Contextual Inquiry for emerging Ignite-UX.

Accomplishments in Project Management

- ▶ Applied Project Management Fundamentals to GeoCustoms (requirements, lab commit, design, implementation, testing & delivery in software life cycle); won U.S. patent.
- ▶ Developed multi-tab spreadsheet to organize cost and configurations, empowering Account Manager, Systems Engineer and customer to adjust multi-million dollar solutions within tight schedule in support of business decisions.
- ▶ Coordinated response to Request For Information in a system consolidation opportunity during transitional period of account management, leading to competitive deliverable.

Accomplishments in Systems & Software Engineering

- ▶ Configured solutions; taught customers to invest in High Availability infrastructure.

- ▶ Organized technical presentations and field trips for customers to understand products.

Accomplishments in Training & Curriculum Development

- ▶ Mentored new team members on every assignment of mine.
- ▶ Wrote websites to deliver organized & appropriate information to partners & customers.

College of William & Mary, Virginia

1993 – 1995

- ▶ Developed FoxPro database, interface, and reports for Macintosh, DOS and Windows platforms, enabling compliance tracking at Environmental & Hazardous Waste facilities.
- ▶ Instructed college students in lab work for Windows spreadsheet, database and word processing programs.

Virginians Against Domestic Violence, Virginia

1992 – 1993

New Kent Public Schools, Virginia

1991 – 1992

Talent Tree, Virginia

1988 – 1990

- ▶ Organized disparate data collections into single, online database to improve efficiency.
- ▶ Implemented class plans and instructed/evaluated secondary school pupils in Spanish.
- ▶ Responded to changing needs, locations and schedules of multiple companies.

Work Experience

Hewlett-Packard Company,	Systems Engineer	2000 – 2002
Hewlett-Packard Company,	Software Engineer	1995 – 2000
College of William & Mary,	Database Developer	1994 – 1995
College of William & Mary,	Teaching Assistant	1993 – 1994
Virginians Against Domestic Violence,	Office Automation Specialist	1992 – 1993
New Kent Public Schools,	Spanish Teacher	1991 – 1992
Talent Tree,	Word Processor	1988 – 1990

Education

Masters in Computer Science, College of William and Mary, 1995

- ▶ Thesis on Michael Fagan's approach to Software Inspection

Masters in Theological Studies, Wesley Theological Seminary, 1989

- ▶ National Capital Semester for Seminarians/National IMPACT internship

Bachelor of Arts (Public and International Affairs), The George Washington University, 1987

- ▶ Internship at Organization of American States, Quincentennial Program
- ▶ Junior Year Abroad Program (12 months in Lima, Peru)

Continuing Education classes in technical and managerial areas

Recognition

- ▶ District Manager's special award for software packaging for Qwest, 2001
- ▶ Drive The Future Award (Production of Patch Klatch 2 training video), 1999
- ▶ Ace of Diamond Award For Excellence, 18 during 1995-2000
- ▶ U.S. Patent for localization process (GeoCustoms), 1999
- ▶ Toastmasters International (Certified Toast Master), 1999
- ▶ Enterprise Solutions magazine: "Packaging for Multistream." March/April 1999
- ▶ Professional License to teach Computer Science & Spanish (VA 7/96-6/01)