

JOHN DOE

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ENGINEERING MANAGER *Research & Development*

Results-driven specialist with a distinguished 10-year career in Research & Development. Expert in all facets of software development life cycle. Experienced with complex software products and platforms, technologies, programming languages. Outstanding leadership skills, with more than 8 years experience motivating staff and managing projects in multi-lingual, multi-cultural, diverse environments, in US, Europe and Israel. 6+ years effectively designing and maintaining high scale hosting solutions, for largest telecommunications companies in US. Highly adaptable team leader; confident, quick-thinking, perceptive, personable and energetic. Customer-centric communicator, who, for the past 8 years, routinely cultivates and supports clients, channels and engineering groups worldwide. Superlative motivational skills, along with ability to strategize, execute and succeed.

TECHNICAL SKILLS

C, C++, OOP, OOD - Windows, Solaris, Linux ♦ *C#, .NET* - Windows, Windows Mobile ♦ *SQL* - Microsoft Server, Oracle, MySQL
Voice Recognition - Phonetic Systems, Nuance, Speech Works ♦ *Develop. Platforms* - Visual Studio, Eclipse, JavaBeans
Java, J2EE, J2ME - Windows, Linux, Blackberry ♦ *Web Servers* - Microsoft IIS, Apache HTTP Server/Tomcat
Distributed Architecture - Scalable Cross-Platform Client/Server Applications
Network Protocols - HTTP, DHTP, UDP, TCP/IP, POP3, SMTP, RTP, MRCP
Voice Platforms - Phonetic Systems, Voice Genie, Envoy, IBM WebSphere
Standards - XML, VoiceXML (VXML), SIP, SAPI, WSDL, CSS

EXPERIENCE & ACHIEVEMENTS

NUANCE COMMUNICATIONS, INC., BURLINGTON, MA, 2004 — PRESENT

Previously known as ScanSoft, Inc., Nuance Communications is the leading supplier of speech and imaging solutions that are used to automate a wide range of manual processes, including increasing productivity, reducing costs and improving customer service.

Manager, DA Application Development, Professional Services

In charge of research, conception, design, coding and enhancement of multi-tiered voice based consumer platforms, comprised of Voice User Interface (VUI), voice portal channels, back end data feeds, and conduits, using VXML, C#, Java, JSP and MS SQL Server. Accountable for software initiation and testing, project management, troubleshooting and team leadership. Establish and foster relationships with clients and partners.

- Hold pivotal role in building next generation of mobile voice search applications based on Nuance speech recognition technology (NVC). Enhance delivery of directory assistance, weather and traffic information to consumers while delivering revenue-generating medium for advertisers and merchants.
- Build and manage FOM (Figure of Merit) server infrastructure to support software development and agent training of Voicemail-To-Text production environment.
- Assume technical leader for NVSDA (Nuance Voice Search Directory Assistance) project. Spearhead requirements gathering, software architecture, creation of Voice User Interface (VUI), and facilitate customer support.
- Formulate logging and reporting architecture for Voicemail-To-Text production environment, based on Java, JDBC and MySQL.

Manager, R & D Liaison and Application Development, R & D, 01/2004 — 04/2005

- Headed evaluation, design and creation of tools for Phonetic Directory Assistance deployments to improve productivity of professional services along with vendors and customer product support teams. Supplied first level R&D support for integration and maintenance issues, collaborating with R&D teams of Nuance/Phonetic partners and others.

- Oversaw efforts to prototype a voice enabled driving navigation system, using C# and Microsoft Maps Web Service that enables customers to locate business listings and obtain detailed step-by-step directions and maps.
- Designed and implemented two voice enabled multimodal mobile applications based on Phonetic System Directory Assistance and V-Enable technologies, which have been successfully deployed to Verizon and US Cellular carriers.

PHONETIC SOUNDS, INC., BILLERICA, MA, 2002 — 2004

Developer of speech recognition and automation products. Was acquired by SpotOn in 2005.

Manager, R & D Liaison and Application Development, R & D

- Supervised 6 Directory Assistance Projects, involving origination and deployment labs; and production systems, of up to 60 servers, which maintained significant, (up to 100K busy hour calls) call volume traffic. Acted as R&D representative for largest Telco customers in US. Regulated timely delivery of R&D products, customer requirements analysis, integration issues, customer problems and tracking, etc.
- Established components for voice input recognition, caching and VoiceXML interpretation. Guided 3 team members to perform specification and support of integration Phonetic DA system with strategic partners (IVR systems), including Microsoft and others.
- Devised automated test framework, a key component of all Phonetic Enterprise and DA deployments, for black-box component-level and full system automation testing.

PHONETIC SOUNDS, LTD, PETAH-TIKVA, ISRAEL, 1999 — 2002

Team Lead, Application Development, R & D

- Designed architecture for scalable, maintainable, highly-available and distributed Phonetic Directory Assistance Solution, based on Phonetic VSE (Voice Search Engine.) Resulted in 50+ servers, 70K+ busy hour call volume traffic complete database USA business and residential listings.
- Recruited and supervised team of 3 software engineers, specifying the development process and defining architecture.
- Engineered and coded a C++ based framework for large scale deployment, which served as infrastructure for the product.
- Appointed Version Control Technical Lead representative, and acted as technical liaison between globally distributed developer groups: UK, US and Israel.

Career Note: Prior experience includes:

Software Engineer, R & D, Phonetic Sounds Ltd, Israel

Software Engineer, R & D, SMYT, Israel

CERTIFICATIONS/TRAINING

Microsoft Speech Server Application [C#, SAPI, ASP], (Microsoft)
IBM WebSphere Application Server Developer [C++], (IBM)
Java for Software Professionals [Java, Servlets, JSP], (Sela)
Microsoft Exchange Server and Outlook for Developers, (Sela)

EDUCATION

B.S. in Computer Science, Before-Inside University, Ramat-Gan, Israel

B.S. in Civil Engineering and Computer Science, Automatic Toys University, Baku, Azerbaijan