

**Frederick K. Heald**

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**Summary**

Creative technical problem solver with extensive experience as full stack web developer. I enjoy diving into complex systems, learning what makes them work, and implementing continuous improvement practices. I appreciate working with cross platform teams in Scrum/Agile/Lean style development, as well as pair programming, mentoring and code reviews. My core skills are PHP, Javascript, SQL, and Unix shell scripting. I would like to expand my skillset to include technical team management and code mentoring.

**Experience**

**NTN Buzztime, Inc., Carlsbad, CA (March 2007-January 2016)**

Senior web developer and tech lead for in-venue entertainment network. Responsible for all aspects of development, release and support of customer-facing, internal, and sales web properties; PHP, Javascript, JQuery, CSS, Joomla, Wordpress, Twitter Bootstrap responsive web design, MySQL, MSSQL, Google Analytics. Maintenance of LAMP web servers, including 4-tier QA deployment. GIT and Perforce source control, Jira and Slack project management. Lean and Agile/Scrum methodologies.

**Backbone Communications, Los Angeles, CA (May 2005 – February 2007)**

Programmer/Analyst and IS Manager for wholesale TDM/VOIP telecommunications provider. Responsible for operations and LCR analysis databases, PHP, Access, SQL Server, Unix and Windows System Administration, formulating backup plans, Perl data loading and unloading, Excel files to database, management of IS team. Created web-based customer front-end for viewing and downloading invoices.

**Cybertel Communications Corporation, Vista CA (January 2000 – June 2004)**

IS Manager for telecommunications provider. Created and managed all aspects of a custom long distance billing application, including Perl scripts for FTP data collection, retail rating, billing integration, data analysis, exception reporting and export to print shop. Created and managed ASP web-based user screens, including multi-level security, data entry, reporting and online invoice viewing. Managed or created company web site, including sales information, new customer online sign-up, and customer invoice viewing.

IT manager. Supported email, file, database, and web servers and network, user PC configuration.

Programmer/Analyst – The Giving Card (a division of Cybertel). Created and managed all aspects of a web-based credit card affinity program application. Designed, created ASP.NET VB and C# user screens, Perl data processing and file i/o. Managed outsourcing of application to Cybertel subsidiary BigVault Storage Systems.

**Telenomics, Inc, Temecula CA (January 1988-May 2001 – Telenomics Merged with Cybertel 1/2000)**

Senior Customer Engineer, VP Customer Support. Application design, programming, management and documentation for MPE/HP3000, HP-UX, and Windows call accounting software.

Managed development team and directed conversion from legacy mainframe to client-server ODBC to web-based application. Worked with customers to specify requirements and implement standard and custom applications.

User training, customer support and sales support; telephone and remote support for several hundred customers across the US. Travelled to customer sites for pre-sale consulting, on-location system install and training, and follow-ups.

### **Education**

Pomona College, Claremont, CA.

BS Information Science May 1988.

### **My Stack**

**Project Management** - Agile/Scrum and Lean project management, management of outsourced development team, project and backlog management with Jira, Slack, and Bugzilla

**Source control** - GIT, Perforce

**Analytics** - Google Analytics and Analytics Events

**Front End Styles** - Mobile design, Responsive design, Twitter Bootstrap, CSS/LESS

**Front End Scripting** - Javascript/Jquery

**CMS Administration** - Joomla administration, Wordpress administration

**CMS Templates** - Custom Joomla templates, Custom Wordpress templates

**Back End Scripting** - PHP, Custom Joomla Components and Modules

**Web Services and Data Access** - XML, JSON, Consuming Internal and External SOAP and REST web services, Configuring FreeTDS PHP/MSSQL, Consuming MSSQL stored procedures

**Databases** - MYSQL, MSSQL including stored procedures

**Web Server** - Apache HTTPD configuration

**Server/Devops** - Linux/OSX BASH shell scripts, Virtualbox VM, Vagrant, Multi-tier DEV environments

**Hardware** - Configure, build and repair hardware

**What I'd like to learn** - Ruby, node.js, angular.js, react.js, Scrum Master