Chris Freyer

10350 Deerwood Club Rd
Jacksonville, Fl 32256
cell: (904) 514-4862
home: (904) 565-9876
email: Chris@TheFreyers.net
web: http://www.thefreyers.net
IM: FreyerInJax (AOL, Yahoo, MSN)

Education Summary

- **Master of Science** in Computer and Information Sciences. August 2000. University of North Florida, College of Computing, Engineering, and Construction, School of Computing.
- **Upsilon Pi Epsilon**. International Honor Society for the Computing Sciences. Florida Epsilon chapter
- **Bachelor of Business Administration,** Marketing. December 1989. Auburn University. College of Business, Department of Marketing.

Personal Involvements

- San Jose Episcopal Day School. Former school board member. Responsible for technology strategy, planning, and leadership. Lead the Technology Committee by structuring our work and deliverables for the school board.
- San Jose Episcopal Church. Currently a Lector and Chalice Bearer. Member of the guitar band. Former Vestry member, Webmaster, Stewardship chairman.
- Boy Scouts of America. Assistant Scoutmaster, Webmaster, and Committee Member of Boy Scout Troop 27. Assistant Cub Master, Assistant Den Leader and Webmaster of Cub Scout Pack 442. Former Den Leader and Cub Master of Cub Scout Pack 27. Eagle Scout, 1985.

Professional Summary

NorthgateArinso

Accepted a full-time position with Convergys Employee Care (later NorthgateArinso) in May 2004 to pursue leadership opportunities that were not available to me as a software contractor. I have been fortunate to work in many capacities: research and development, software engineering, team lead, and product management. Was nominated by Vice President to attended Convergys' Emerging Leaders program for staff development--a 6-month commitment to study and personal growth.

My current work includes leading 3 software teams in the creation and maintenance of call center software. Projects include: a case tracking system, a payslip viewer, and a software-driven IVR. All projects involve XML, web services, and a variety of open source technologies. Technologies include: PHP, Asterisk, Oracle, MySQL, Jabber, Linux, Solaris, SVN, WebLogic, Dokuwiki, Mercury Quality Center, Microsoft SharePoint.

Tasks:

- Manage distributed staff using collaboration tools (instant messaging, software defect tracking, source control, etc)
- Perform HR duties as necessary: time & attendance management, goal setting, personnel reviews, harassment prevention, etc.
- Conduct design/code reviews with developers, QA staff, and support personnel
- Communicate effectively with leadership, customers, and staff via software demonstrations, technical writing, and phone/mail correspondence
- Maintain team environment: including wiki, source control system, continuous integration server, and development servers
- Complete change requests, including scope definition, requirements analysis, technical design, estimation, and proposal writing.
- Code in multiple languages and environments: Java, C++, Unix shell.

Blue Cross Blue Shield of Florida

Contracted at BCBSFL from October 2001 to May 2004 as a Java Software Developer. I was a member of Data Architecture team that was responsible for the data tier of a web-based benefits enrollment application. This was an IBM environment that used DB2, AIX, WebSphere 4.0, VisualAge 4.0, and Websphere Studio Application Developer. Other tools in the environment were Merant PVCS and Mercury Test Director. The project followed the RUP methodology and used UML as a documentation paradigm. Used Rational Rose for object modelling.

Tasks:
- Designed Java Data Access Objects to manage data requests
- Developed tables according to clients normalization standards
- Architected a Java-to-XML binding framework using Castor
- Performed design reviews, code reviews, and JAD sessions
- Mentored junior developers on Java, DB2, source control, project management, etc...
- Presented status to management on a weekly basis
- Provided production support as needed

Homeside Lending

Contracted at Homeside Lending (later Washington Mutual, later JPMorgan Chase) from July - Oct 2001 as a Java Software Developer. Co-developed a J2EE-based loan tracking system to replace an overworked Microsoft Access application. The software monitored the status and location of various legal documents and tracked worker productivity. Environment consisted of IBM WebSphere 3.5, IBM VisualAge for Java 3.5.3 and Merant PVCS. Software architecture was J2EE (JSP & Servlets) with Microsoft SQL Server 6.5 and 7.0. Significant client-side Javascript was involved.

Tasks
- Performed business process reengineering.
- Created a prototype application to facilitate discussion and requirements gathering.
- Developed JSP pages with DreamWeaver.
- Implemented business logic in java and T-SQL stored procedures.
- Researched and compared performance of object-relational mapping tools (Castor, TopLink, Hibernate).

Encore Development

Employed from January 2000 to July 2001 as a Senior Software Engineer. Participated in virtual project teams to complete web application projects for large clients. Typical project life cycle included requirements gathering, prototyping, scoping, estimating, development, QA, documentation and system integration. Client projects included work for Blue Cross Blue Shield, JM Family Enterprises, Homeside Lending, and HealthScreen America. Environment varied based on projects, but included Microsoft Windows 2000, IIS, Visual Source Safe, and SQL Server; Sun Solaris and Java, BEA WebLogic, Inprise JBuilder. Technologies included XML, XDR, XSLT, XPath, HTML, DHTML, XHTML, JavaScript, ASP, COM, JScript and VBScript.

Tasks
- Modeled business processes as UML diagrams.
- Generated prototype websites with DreamWeaver and Photo Shop.
- Used Interdev (ASP) or JBuilder (JSP) to implement web front-ends.
- Implemented business logic in VB/COM+ or EJB.
- Mentored other developers as required.
- Configured web and application servers to support projects.

Nations Bank / Bank Of America

This segment of my dual-merger experience stretches from June 1998 to January 2000. At that time, I was was a Software Developer helping to develop CreditWeb, an ASP-based web application for the bank's commercial credit centers. I had already built several websites, so my web development skills were beneficial to the project. The software replaced an aging Power Builder application. The environment included Windows 98 and NT, IIS, Visual Source Safe, Elsinore Technologies' Visual Intercept, Dynalivery Parallel Crystal, Visual Interdev, Visual Basic, ODBC, SQL, and Sybase ASE.

Tasks
- Implemented getAccess, a Corba-based enterprise security product that enables single sign-on.
- Coded the "Total Credit Exposure" module of the application using ASP and Visual Basic.
- Managed several IIS application servers
- Implemented a service that allows Crystal Reports to be rendered in parallel on a report server and sent to a client with minimal latency.

Barnett Technologies

The middle part of my banking experience (August 1996 to June 1998) led me into C++ software development. I was an unseasoned C++ Developer, but I helped support a 16-bit Windows application used by commercial credit customers. It let them perform various banking operations from their offices: stop pays, electronic funds transfers, balance inquiries, etc. The development environment was Windows 3.1 and 95, Borland C++, Booch Components, RogueWave zApp Studio, Install Shield, PVCS, Elsinore Technologies' Visual Intercept, and the Btrieve database.

Tasks
- Performed internal interviews to understand new software requirements
- Coded and debugged with Borland C++
- Tracked bugs with Visual Intercept
- Trained customer support personnel
- Provided second-level telephone support to customers
- Improved InstallShield code to support various upgrade paths
- Performed on-site client visits to help repair software installations.

Barnett Banks, Inc.

Barnett Banks, Inc. was the holding company for the various legal entities that comprised Barnett Bank. It was also home to the company executives. I was employed as a Market Information Officer (August 1994 to August 1996) to help the bank do "whatever it takes" to keep Barnett in control of the Florida market. My previous market segmentation experience was a plus here. The technical environment was composed of Windows 3.1/95 and OS/2 workstations and a Novell Netware server. Programming tasks included Borland C++, DB/2, SQL, Attachmate Extra, SQL, FOCUS, SPSS, Mainframe SAS, PC SAS, Borland Paradox, Microsoft Access, DataWatch Monarch, Data Junction, COBOL, and MapInfo.

Tasks
- Purchased, scrubbed, and re-organized data from external sources
- Queried internal data sources using SQL and various statistics packages
- Merged and analyzed data sets to identify trends and patterns
- Integrated data from many sources to provide demographic and marketing info to senior management
- Helped identify the dimensions needed for data warehousing
- Wrote small C++ applications to perform latitude/longitude distance calculations
- Integrated statistical data into GIS software to produce data-bound maps
- Designed, installed, and managed a 50-user Novell network

Humana Healthcare

Accepted a position as a Software Developer at Humana due to my database experience. During my tenure (February 1993 to August 1994), I worked with the Alpha Four database and created a tool that helped the company reclaim its overpayments to participating physicians. The system worked so well that it cost 6 people their jobs.

I earned a promotion to Computer Operations Manager and became responsible for 3 employees, approximately 300 desktops, and a raised-floor data center consisting of AIX servers, optical storage units, UPSs, and a host of telephone equipment. I spent the next several months working with AIX, telephone systems, and networks. A fantastic work experience, but I was drawn more to the software than the hardware.

William Cook Advertising

My employment at William Cook Advertising was short-lived. I conducted demographic research using Claritas's PRIZM market segmentation product. I conducted database marketing campaigns by finding the right kinds of customers for a given business, ordering addresses on magnetic tape, and having a fulfillment house do the printing, assembly, stuffing, and mailing of direct marketing pieces.

I also used a desktop database called Alpha Four to manage my campaigns. Results were tracked via codes printed on the materials we delivered. The agency lost its largest client and had to reduce its staff, but I was able to contract with the agency while job hunting--a win/win situation, and my first consulting engagement. It worked out well for both of us.

AC3 Computer Centers

Sales Consultant role with an IBM Business Partner. Excellent introduction to client management, sales leads, cold calling, and time management. Received several weeks of product training directly from Compaq, HP, Microsoft, and IBM. Used this time to improve my database skills (DBase and Q&A), network skills (OS/2 Lan Manager and Novell Netware), and operating system knowledge (OS/2, Windows, AIX, and SCO Unix).

Hub Inc.

Engineered Products Consultant in the pipe, valve, and fitting market. Introduced to metals and refining, process engineering, mechanical contracting, and telephone sales. Responsible for designing and selling pneumatically controlled valves, measuring devices, and other mechanical instruments. Required broad knowledge of physics, chemistry, metallurgy, and composites.

Wrote Lotus 1-2-3 macros to perform sizing and safety margin calculations. This spreadsheet eliminated redundant work and increased the speed and accuracy of the office's most technical quotes. Earned praise from my manager and company products director.

Early Efforts

These hardware and software efforts took place in my Junior and Senior High years, before I went to college.
- Built a memory expansion device for the Commodore VIC-20 computer. Mostly consisting of wiring and mechanical relays plugged into a double-sided breadboard. Allowed manual bank-switching between up to four 16KB memory cartridges, giving the computer a max of 67.5KB RAM. A whopping 19X improvement!
- Wrote a small memory manager. Programs that used it would display a text message on screen telling the user to switch to a specific memory bank and press return.
- Wrote a text-based adventure game similar to Dungeons and Dragons. Used my bank-switching memory manager. Random movement for all "monsters" in the game. Visual map of dungeon showing player's location.
- Built a speech synthesizer from a phoneme chip purchased from Radio Shack. Required electronics knowledge, circuit layout skills, breadboard etching know-how, and good soldering skills.
- Wrote software in machine language and BASIC to make the speech synthesizer work. The program stored the phoneme sequences for words, and sent instructions to the speech chip based on sentences entered at the command line. (Built in 1982!)