

Michael A. Graham

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Qualifications Summary

- Programming:** .NET (VB.net & C#), C++, J2ME, ASP, VB, XML, SQL, COM, COM+, JavaScript, VBScript, T-SQL, HTML, CSS, and PERL.
- Systems Admin:** SQL Server DBA (versions 6.5, 7.0, and 2000), Windows Server NT/2000/2003 administration, DNS, IIS, Unix Administration (AIX, SCO, Linux), and Informix DBA
- Applications/Tools:** MS Office products, Visual Studio .NET, Visual InterDev, Code Warrior, Data Architect, PowerBuilder, Mercury-Interactive's TestDirector and Winrunner.
- Other:** Excellent trouble-shooter, meticulous, methodical, excellent organizational skills, strong initiative, ability to balance multiple priorities.

Professional Experience

Software Architect

3/01 – present

Retrieval Dynamics Corp., Sarasota, Florida

- Hired to design and develop wireless Internet applications using ASP, VB, XML, XSLT, and WAP.
- Designed Mobile Listing Advantage, a wireless solution for accessing MLS data. Client software was developed for Blackberry, Palm, and MIDP compatible handhelds.
- Developed QxHorizon, a wireless gateway used to deliver Internet applications to any mobile device.
- Assisted with the updating of Qxprint.com, a transactional-based document fulfillment service that can be used in a wireless or wired environment. This site was developed with ASP, XML/XSLT running on Windows 2000 and using COM+ and SQL Server 2000.

Senior Software Engineer - Team Lead

7/99 – 2/01

Virtacon Corp., Boca Raton, Florida

- Developed the B2B portion of PartsBase.com. This site allows users to search for aircraft parts, submit Request For Quotes, make offers and bids, track and invoice accepted purchase orders and other transactional functionalities. This site used N-Tier architecture to separate the presentation layer from the business and data logic through the use of ASP, Visual Basic, XML, IIS (running on Windows 2000 and using MTS, COM) and SQL Server 2000.
- Assisted in the development of an XML-based document-tracking site.
- Helped design and develop FamilyTime.com, a 900+ ASP page database site that was primarily used for recipe search and menu planning but also includes an event calendar, address book, and bulletin boards.
- Helped develop GiveMeTalk.com. This site allows users to create their own talk show and upload the audio file to the site. Other users could hear the show using RealAudio. Additional features include banner advertisement, audio clip advertisement, and show-rating functionality for both the shows and/or broadcasters. Also included are complex administration capabilities that allow GiveMeTalk.com to approve shows, manage advertisements, and manage email lists.
- Contributed to the development of wireless applications using WAP and WML.
- Helped develop NewAgeSound.com, an e-commerce application. The development of this site included a custom bulletin board written in PERL, customization of a third-party JAVA chat program, a shopping cart, and streaming of audio clips.
- Developed several additional small e-commerce and informational sites which include: KennyBrack.com, an informational site for race fans of the 1999 Indianapolis 500 winner; DiveDepot.com, a community and e-marketplace site for dive enthusiasts; and ArmasJewelers.com, an international e-marketplace for diamond and gold jewelry.
- Was the fourth developer hired to start up this web development company that grew to over 90 people.
- As a Team Lead, responsibilities include: supervising a team of four developers; interfacing with customers to gather requirements and design their databases; creating functional and detailed design specifications; configuring and staging servers.
- Because of previous SQL Server experience, served as the primary DBA of all SQL Servers (production and development servers running SQL 7 and SQL 2000).
- In addition, served as the system administrator for all of the development servers and SourceSafe.

Product Validation Manager - SQL Server DBA

4/95 - 7/99

Teltronics, Inc., Sarasota, Florida

- Manager of QA Department responsible for validation and verification of all in-house software products and supervision of the department.
- Administrator of a complex network consisting of:
 - Windows NT servers (SQL servers, Exchange server, application servers, domain controllers, etc.)
 - Unix servers (AIX and SCO operating systems and Informix database)
 - Various types of workstations (Windows NT, 98, & 95).
 - The QA, Engineering, and Customer Support departments utilized this network.

- Wrote design specifications (functional and detailed design) and test procedures for numerous software releases.
- Wrote automated test scripts for Mercury-Interactive's Winrunner.
- Tested software for imbedded systems, Windows NT, Windows 95 and DOS based products, and Unix based products.
- Became proficient with network setup, installation of Windows NT Servers, Unix hosts and DOS/Windows workstations.

Senior Validation Engineer

12/90 - 4/95

Teltronics, Inc., Sarasota, Florida

- Wrote design specifications for software releases and test procedures.
- Tested telephony related products with imbedded systems (with 6809 and 68000 processors), DOS and Windows based products, and Unix based products.
- Coded enhancements for several existing DOS based products written in Visual Basic.
- Wrote numerous specifications including functional design specifications and test plans.

Service Department Manager

10/89 - 12/90

Tel-A-Serv (a subsidiary of Teltronics), Sarasota, Florida

- Responsible for the initial setup of a department responsible for installation and maintenance of PBXs, auto-dialers, and other customer premise equipment.
- Supervised day-to-day operations. Provided training for field engineers and assisted with technical problems. Implemented quality standards and procedures.
- Developed customer database program.
- Was responsible for all hiring and firing in the department.

Field Service Engineer

7/88 - 10/89

Opti-Net (a subsidiary of Teltronics), Lakeland, Florida

Installed, programmed, and troubleshot PBXs (including Fujitsu, Cortelco, and Mitel), auto-dialers/call processors and other customer premise equipment. 75% of work required travel to client properties throughout the country.

Telephone Central Office Equipment Specialist

5/82 - 9/86

U. S. Air Force, RAF Mildenhall, England — RANK: Staff Sergeant (E-5)

Installed, programmed, maintained, and repaired a wide variety of telephony-based equipment ranging from Stomberg Carlson's Step Central Office equipment to Northern Telecom's DMS-100/250 digital Central Office switch and other telecommunications equipment. Used a wide variety of electronic test equipment (including oscilloscopes, logic analyzers, and frequency counters). Repaired systems to the component level. Honor graduate in Basic Training and Technical Training.

Education

Continuing

2002	Microsoft .NET (VB.net, C#) Training
2000	Microsoft XML Training
1999	Microsoft Visual Basic Training
1998	Mercury Winrunner Scripting
	Mercury Test Director
	Crystal Reports Training
1997	Microsoft Windows NT Server/Workstation
	Microsoft TCP/IP & Networking Essentials
	Microsoft SQL Server Training
1996	Visual C++ Training
1995	Informix Online Database Administration
	AIX System Administration
1994	SCO System Administration

Formal

University of Maryland, European Campus — Concentration: Computer Science
 Community College of the Air Force — DEGREE: Associate in Electronic Systems
 University of Tennessee — Concentration: Electrical Engineering
 East Tennessee State University — Concentration: Electrical Engineering