

# JOE M. SMITH

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## ANALYTICAL SENIOR SOFTWARE ENGINEER

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### Enhance existing systems with new features and performance improvements

Comprehensive background in all phases of software development life cycle. Demonstrated success analyzing, designing and implementing global enterprise e-commerce products with multi-tier client server architecture that encompass micro, server, mid-range and mainframe computers. Core strengths in:

- Object-oriented Design & Programming
- Project Team Leadership
- Product Conception, Design & Specification
- Data Model & Database Programming

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## TECHNICAL SKILLS

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**Languages:** Java, J2EE, JSP, Servlet, JDBC, EJB, C/C++, BASIC, Shell Script  
**Web Services:** XML, XML Schema, SOAP, WSDL, UDDI, XSLT  
**Internet:** HTTP, SSL, Dynamic HTML, XHTML, JavaScript  
**Platforms:** Windows NT & 2000 Servers, Unix, Tomcat, JRun, iPlanet  
**Databases:** MS SQL Server, Oracle, IBM DB2  
**Tools:** JBuilder, MS Visual Studio, Visual Café, Rational Rose, Perforce

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## PROFESSIONAL EXPERIENCE

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**FORTUNE CORPORATION**, Atlanta, GA

**2004 - 2009**

### Senior Software Engineer

Conceptualized, designed, developed and led development of robust software products for global business-to-business (B2B) e-commerce and targeted enterprise class customers such as Boeing, PG&E, CitiGroup and General Motors. Utilized Java(J2EE), JSP, Servlet, Schema, XLST, Oracle, MS SQL Server, Stored Procedures, Data Model, Dynamic HTML, Tomcat, and iPlanet.

- Enabled company to enter \$50M Web Services market 1 year ahead of industry by designing and developing core components of next generation Web Services product. Implemented open standards of W3C and RFC. Cross-communicated, coordinated and parallel developed with 5 development teams.
- Initiated simple web services product for pivotal customers. Architected and developed product to integrate various Commerce Five products in 2 months. Minimized implementation effort by leveraging components with existing products. Product sold to GM upon release.
- Resolved urgent problem on procurement product from enterprise class customers. Redesigned and recoded with minimum impact. Completed project with limited resources, tight schedule and high pressure from customer, resulting in acceptance of new release.
- Served as i18n architect to establish i18n design and implementation standards. Edited all technical documents. Performed troubleshooting and resolved i18n related problems.

**SOFTTECH, INC.**, Phoenix, AZ**2002 - 2004****Software Engineer**

Created Internet server-based e-commerce applications for consumers and leading insurance companies in U.S. and Japan. Utilized Java, JDBC, XML, XSL, MS SQL Server, IIS, HTTP, HTML, JavaScript, OOP, RDBMS and UML.

- Developed first and largest auto insurance website in Japan with 80+ Japanese insurance carriers. Designed fully localized, high performance and accurate system. Led sub-team of 4 to deliver product on aggressive schedule. Cross-communicated with marketing and Japanese business partners.
- Identified, evaluated and implemented new automated credit card processing system, which enabled InsWeb to sell insurance and to secure consumer payment online. Technology involved JNI, CyberCash, VC++ and TCP/IP Socket.

**FREEDOM INSURANCE**, Los Angeles, CA**2000 - 2002****Software Engineer**

Designed and built multi-tier client server software with architecture that composed various platforms and databases. Utilized Java, Servlet, JDBC, DB@, MQ Series, Data Model, NT Server, Unix/AIX, Unix Shell Script, IIS, HTML, JavaScript, and C/C++.

- Designed and implemented automated system enabling 5,000 agents and 10,000 employees nationwide to obtain ad hoc claims status reports via telephone, email and Internet reducing reporting time from days to minutes. This resulted in faster claim settlement and higher customer satisfaction.
- Team Member of 16 that implemented new workers' compensation claims online processing system to replace aging batch system. Piloted and installed new system in 50 claims offices nationwide, which increased productivity of 600+ adjusters and reduced claims processing time.

**OPTION COPORATION**, Seattle, WA**1997 - 2000****Programmer**

Created new tools with C, BASIC, DCL, Unix shell scrip and GDS macro, which increased efficiency of GDS CAD system.

- Conducted 15+ training programs, which upgraded programmers' expertise in GDS system.
- Wrote Unix Shell scripts to upload website and kiosk daily transactions to corporate office, providing management with current and accurate reports on dealer performance and commissions.

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**EDUCATION**

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**Master of Science (MS), Computer Information Systems**

Indiana University, Bloomington, IN

**Bachelor of Science (BS), Architecture & Engineering**

University of Kentucky, Lexington, KY