

ROBERT L. HAYS

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SUMMARY

Information Technology manager with extensive leadership experience in software architecture and development. Detail-oriented and flexible in changing work environments.

SKILLS

Certified Scrummaster
Coaching
Budget management
Enterprise and software architecture

Knowledge of full software development lifecycle
Presentations and public speaking
Enterprise integration
Java, Python, PHP

PROFESSIONAL EXPERIENCE

DIRECTV, El Segundo, California **Software Development Manager**

2010 – present

Managing a ten-member Java development team customizing Comergent C3 for enterprise-wide offer management, using Ant, Subversion, Java, Servlets, Eclipse, Oracle.

- Created Java team; utilized agile approaches to improve teamwork and morale
- Created and taught class on working with legacy Java software, resulted in finding 2 bugs and improved performance and implementation speed
- Used static code analysis to identify opportunities for refactoring
- Improved performance of the Offers system by 50%; created strategy for development performance testing to reduce last-minute performance issues; managing cross-functional team to work on performance issues
- Moving software build to shared continuous environment based on Hudson to reduce downtime for developers during builds and support development smoke testing
- Implemented FITness testing framework, which reduced errors found in production by 25%

CLASSMATES.COM, Woodland Hills, California **Software Development Manager**

2008 – 2009

Managed a nine-member remote development team, consisting of both software engineering and quality assurance roles, using Bugzilla, Confluence, Eclipse, Endeca, Java, JavaScript, Jira, MediaWiki, Perl, Resin, SharePoint, Splunk, Spring 2 and Subversion.

- Added to corporate top line by significantly improving run-time performance of our best-returning ad, resulting in an increase of over 100% in that ad's revenue
- Integrated team with company by improving communications and moved team to the Scrum development process, resulting in improved visit metrics for those parts of the solution
- Improved agility by changing source code control branching approach which reduced the time to repair and deploy fixes to production by one week on average
- Increased quality through consistent unit and end-to-end testing approaches and by implementing traceability for requirements through code and test cases, reducing serious bugs found in production by over 80%

ABN AMRO SERVICES COMPANY, Chicago, Illinois **Manager, Enterprise Architecture North America**, 2003 - 2007

1997 – 2007

Managed eight-member IT Enterprise Architecture team for the North American region.

- Developed and implemented strategy for enterprise architecture consisting of principles, reference architectures and glossaries and taxonomies
- Defined common roadmap content, performed security architecture, defined and developed

reference architectures

- Developed enterprise-level architectures including J2EE, Business Objects and Oracle
- Improved project delivery by creating an architecture governance process integrated with the global ITIL (Information Technology Infrastructure Library) change management process
- Created IT policies and standards, and improved processing exceptions to corporate policies and standards and added reference architectures as part of standards to provide implementation direction, improving project delivery and regulatory compliance
- Led team for proposals to the CIOs and COOs for global application rationalization

Architect and Development Manager, 2000 - 2003

Designed and developed novel integration solution based on SOAP (Simple Object Access Protocol)

- Development Manager for a team of six developers, two quality assurance and testing engineers, two information management specialists, one graphic artist, and two support staff, with a budget of \$1.4MM USD with signing authority to \$15,000 USD
- Created and used agile processes internally and for six off-shore development efforts in India and Russia
- Developed a spin-off company, Neogration, Inc., which sold this solution; patent applied for this software
- Created RFPs and participated in vendor negotiations with MySQL, an open source database supplier, and Majoris, a mid-size Indian offshoring company, valued over \$200,000

Senior Programmer / Analyst, 1997 - 2000

Developed and supported interest rate derivative trading tools using SunGard Infinity library, C++, and backoffice tools using JPython, Python and TCL

- Led team that built a data warehouse transformation and load tool using Java and JPython; solution was built within budget and time constraints and was proven to be scalable
- Developed interest rate derivatives trading tools using C++, CORBA, Java, Python and TCL

G-BAR LIMITED PARTNERSHIP, Chicago, Illinois

1994 - 1997

Senior Programmer/Analyst

- Developed software that found hedge spreads for arbitrage trades and identified unmatched trades with the clearing corporation; developed general front and back office software
- Managed UNIX systems and a Telekurs ticker data feed system

EDUCATION

Bachelor of Science, Mathematics, George Mason University, Fairfax, Virginia

PROFESSIONAL AFFILIATIONS

Member, Toastmasters International (Leadership positions), 2008 – present

Advanced Communicator Bronze, 2010; Competent Leader, 2009

Member, MacValley Users Group, 2008 - present

Member, Association for Computing Machinery, 2007 – present

PROFESSIONAL TRAINING

Scrum Master training, Danube Technologies, Inc., 2009

Leadership Development Program, ABN AMRO, 2005

Leadership Development Program, Center for Creative Leadership, 2002

ADDITIONAL RELEVANT INFORMATION

Managed a command, control, communications and intelligence system for the Royal Saudi Naval Forces. Worked for a software product company for three years. Performed real-time programming in a high-energy physics research laboratory.