

## **JAMES BEARDEN**

Software Engineer

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### **AREAS OF EXPERTISE**

My strongest areas of expertise are currently developing Internet Perl and Java based applications running on a Linux server, usually with a MySQL database back end. However I also have extensive knowledge of C, TCL, TK, and Expect programming languages, HP-UX and Solaris operating systems, and Sybase and Oracle databases. I occasionally perform training, create documentation, and administer systems, but my main secondary duties are currently project management and interfacing with customers.

### **EDUCATION**

BS, Ohio State University, College of Engineering, Computer and Information Science

### **WORK HISTORY**

*da Vinci Network Services (May 2000 - Present)*

Software Engineer - Developing internet applications, most commonly secure, dynamically generated HTML using Perl and MySQL databases. The largest project to date has been a automated web hosting business solution, which includes automated customer sign up, online domain name and mail account management, and support for resellers and multiple servers. This project required modifying open source email servers (SMTP, IMAP) written in C and a DNS server and web file manager written in Perl. My current main project is a system to provide patient charts to therapists from any internet enabled computer. The back end is Perl based, while the front end is Java based and includes many features such as strong encryption and offline data cache.

*UUNet, Inc. (September 1997 - February 2000)*

Software Developer II - I Rejoined my old company as the lead developer for customer support systems just in time for the first of four name changes. Two major upgrades to the ticketing system included a sophisticated internal and customer notification system, a web based customer interface, advanced reporting mechanisms, and the ability to handle over 150 simultaneous users. The system was based on TCL, Visual Basic, Sybase, and a software package called Scopus. I was involved in many other projects, including evaluating and implementing ways to integrate sales force automation, network monitoring, and telephone system into the ticketing system. I was also directly responsible for several Citrix MetaFrame servers, a few web servers, some project management, and some DBA tasks.

*The Fourth Tier, Inc. (April 1997 - September 1997)*

Consultant - After some advanced Scopus training I was sent to implement and document the Computer Telephony Interface (CTI) for the Pfizer call center in Baltimore Maryland. Other than CTI, the ticketing system was a fairly simple Scopus implementation running on Oracle.

*CompuServe, Inc. (April 1995 - April 1997)*

Software Developer - Helped create and maintain a help desk to support customer support systems and both client and server machines the systems required. Before being assigned as a developer for the trouble ticket system my specialization was technical documentation.