

DOUGLAS E. KLUGH

Scottsdale, Arizona

(602) 796-6828

dklugh@GoDaddy.com

SUMMARY

As a project leader with over twenty years of industry experience, I have directed numerous software projects for various Fortune 500 companies, most of which include development of enterprise (software) systems for the banking and securities industries. These projects include delivery of n-tier applications, business intelligence solutions, e-business services (including portal and e-commerce solutions), along with enterprise data management and administration. While holding several certifications in quality and software process, I have mentored various companies in the adoption of Agile technologies including Scrum and the Rational Unified Process (RUP). Utilizing my formal education, continued training, and years of experience in nearly all software engineering disciplines, I provide expertise in software process engineering, business process modeling, authorship and management of functional and strategic requirements, design and implementation of various data and software architectures, construction of software systems utilizing various programming languages, and administration of software configuration and change management. For a complete review of my technical skills, please visit DouglasKlugh.com.

CAREER HISTORY

GoDADDY.COM, SCOTTSDALE, ARIZONA

Software Engineer (April 2008 – Present)

Directing the development efforts of seven team members in providing a proprietary business intelligence framework for this world-leading Internet company. This web-based solution is providing decision support capabilities, trend analysis, forecasting, and monitoring of key business performance metrics relating to Internet domains and Internet domains secondary markets. Responsibilities include designing, implementing, and managing agile processes, creating and executing project plans, managing life-cycle activities, monitoring progress, promoting team collaboration, resolving conflicts, providing constructive feedback, removing obstacles for the team, and ensuring the project remains on schedule. Responsibilities also include review of application architecture and implementation to ensure efficiency, reliability, and maintainability, along with administration of change management processes.

WELLS FARGO, PHOENIX, ARIZONA

Assistant Vice President – Web Developer (January 2007 - March 2008)

Provided risk management solutions to assure compliance with federal and state regulations. Led the development and implementation of a web application to assist in compliance auditing and quality control. Development included creation of an agile software process, business process modeling, authorship and management of functional and strategic requirements, design and implementation of software and data architectures, construction of business application and relational database software, design and administration of SCM strategies, along with administration of database and web servers.

Business Systems Consultant (April 2005 - December 2006)

Participated on a team to deliver business intelligence solutions to various business units within the Consumer Credit Group. Acted as a liaison between client and technical organizations. Analyzed complex business problems to be resolved with automated systems. Worked with user groups to assess needs and provide technical assistance. Developed technical designs and specifications for software solutions. Developed and maintained a conceptual data model which documented 27 systems of record. Contributed my modeling expertise in various JRP sessions for a business intelligence initiative for the Customer Management Group.

SONORAN INFORMATION TECHNOLOGIES, SCOTTSDALE, ARIZONA

Owner (September 2002 - March 2005)

As an IBM Business Partner, I provided business and software solutions which included web and Internet services, n-tier applications, data management services, business intelligence solutions, business, data, and software process modeling, threat analysis and intrusion counter-measures, heuristic evaluations, and consulting on the adoption of agile development methodologies.

Senior Consultant (June 2004 - March 2005)

WELLS FARGO, PHOENIX, ARIZONA - Delivered data management solutions to support numerous business units within the Home and Consumer Finance Group. Responsibilities included development of various data mart components and ETL processes, optimization of SQL code and database resources, along with extensive testing to meet Six Sigma standards.

Senior Consultant (September 2002 - April 2003)

FIFTH THIRD BANK, CINCINNATI, OHIO - Developed, supported, and managed production applications for Fifth Third Securities. Responsibilities included building and maintaining web applications for the Brokerage Intranet, along with business applications to process account, transaction, position, demographic, suitability, and compliance data for securities, annuities, and mutual funds. As an early adopter of Scrum, I built processes and coordinated efforts for the development of an annuity auditing system.

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CAREER HISTORY (CONTINUED)

SAPPHIRE TECHNOLOGIES, PITTSBURGH, PENNSYLVANIA

Senior Consultant (February 2000 - May 2002)

FISERV CORPORATION, PITTSBURGH, PENNSYLVANIA - As lead technical consultant, I coordinated the technical efforts of several highly-visible retail loan conversion projects for large client acquisitions. Responsibilities included working directly with client banks to refine requirements, design solutions, and deliver application software to convert the retail loan business and loan portfolios onto Fiserv's enterprise systems. I was also responsible for executing the technical implementation of these conversions. Banking applications included Internet and Telephone Banking, Installment Loans, Mortgage Loans, Line of Credit (including credit card processing), and Online Collections.

Senior Consultant (January 1999 - January 2000)

MELLON FINANCIAL CORPORATION, PITTSBURGH, PENNSYLVANIA - Participated in developing a web application that provides clients, consultants, and investment and account managers with access to multi-currency security and portfolio information on Mellon Trust's database. Responsibilities included developing stored procedures to integrate custody, accounting, performance, and analytical information, performing unit, integration, and regression testing and validation, and providing DB2 expertise and support.

RAPIDIGM, PITTSBURGH, PENNSYLVANIA

Team Leader (April 1997 - December 1998)

FISERV CORPORATION, PITTSBURGH, PENNSYLVANIA - Managed and directed the development efforts of five software developers that successfully converted the retail loan business from ten acquired banks onto Fiserv's enterprise systems. Responsibilities included over-seeing all technical efforts for all retail loan conversion projects including implementation of requirements, software design, conversion implementation, and post-conversion validation. I was personally responsible for handling the requirements, design, development, and implementation of all acquisitions for Fiserv's largest client. Travel to client sites was often required to meet with personnel from the banks and/or processors. Banking applications included Installment Loans, Mortgage Loans, Dealer Loans, Line of Credit (including credit card processing), and Online Collections.

Consultant (August 1996 - March 1997)

BAYER CORPORATION, PITTSBURGH, PENNSYLVANIA - Developed an enterprise data mart utilizing data from DB2, IMS, and Oracle databases. Responsibilities included extracting, converting, transforming, consolidating, and integrating data, along with populating the databases.

HIGHMARK BLUE CROSS BLUE SHIELD, PITTSBURGH, PENNSYLVANIA

Business Systems Analyst (January 1992 - July 1996)

Provided business intelligence solutions by developing, implementing, and supporting numerous reporting systems. Responsibilities included gathering requirements from various business units, designing, coding, and validating solutions, and working closely with the business units to assure their business intelligence needs were being met. Also responsible for data mining a variety of claim, benefit, membership, tracking, and repository systems, and acted as a source of knowledge, education, and technical support for various systems and platforms.

NORTHEASTERN EXECUTIVE GROUP, CRANBERRY TOWNSHIP, PENNSYLVANIA

Consultant (April 1991 - December 1991)

HIGHMARK BLUE CROSS BLUE SHIELD, PITTSBURGH, PENNSYLVANIA - Supported the development and implementation of a new claims processing system. Responsibilities included development of COBOL and SAS programs to verify and validate production data on IMS databases.

MARMON/KEYSTONE CORPORATION, BUTLER, PENNSYLVANIA

Systems Analyst (July 1988 - March 1991)

Participated in developing and implementing a new inventory management system. Responsibilities included developing formal designs and development plans, developing detailed testing plans, providing technical assistance to programming, information center, and operational staff, and developing technical and operational documentation.

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EDUCATION

INTERNATIONAL BUSINESS MACHINES CORPORATION, ARMONK, NEW YORK

Online Training (June 2006 - Present)

Completed courses in software process, software architecture, requirements management, use-case modeling, application development, testing methodology, change and defect tracking, software configuration and change management, and compliance management.

VILLANOVA UNIVERSITY, VILLANOVA, PENNSYLVANIA

Six Sigma Certification – Green Belt (June 2004)

Completed an eight week course that blends theoretical concepts and practical ideas from proven applications of the Six Sigma methodology.

SLIPPERY ROCK UNIVERSITY OF PENNSYLVANIA, SLIPPERY ROCK, PENNSYLVANIA

Bachelor of Science Degree – Computer Science (December 1988)

Education encompassed concepts of control structures, data structures, programming language design and implementation, object-oriented programming, software engineering, computer simulation, artificial intelligence, computer architecture, operating systems, and compiler design. Senior software engineering project utilized Ada to employ the entire software lifecycle of an embedded computer system simulation, while object-oriented programming concepts were emphasized. A concentration in mathematics included discrete mathematics, analytic geometry, mathematical statistics, and differential and integral calculus.

PROFESSIONAL CERTIFICATIONS

- **Certified ScrumMaster (CSM)**
- **Six Sigma Green Belt**
- **Microsoft Certified Professional (.Net)**
- **IBM Rational Consultant (Rational Unified Process)**
- **IBM Certified Administrator (Unified Change Management)**
- **IBM Certified Specialist (DB2)**
- **IBM Certified Specialist (Rational Unified Process)**
- **IBM Certified Solution Designer (Rational Unified Process)**
- **IBM Certified Solution Designer (Rational Software Architect)**
- **IBM Certified Solution Technologist (e-Business)**
- **IBM Certified Solutions Expert (Business Intelligence)**
- **IBM Certified Solutions Expert (DB2)**
- **IBM Certified Advanced Technical Expert (DB2)**

NATURAL LANGUAGES

- **Fluent English**
- **Basic German**