

Jeremy S. French

Innovative, results-driven manager with the clarity to make astute decisions in difficult circumstances and the skills to manage real people, understand them, and ignite their greatest potential using the least amount of effort and expense.

ACUMEN

- Natural Leader
- Loyalty Beacon
- Strategic Visionary
- Conflict Prevention Expert
- Creativity Farmer
- High Talent Acquisition and Retention
- Arbiter
- Convivial Negotiator
- Agile Evangelist
- Former Crack Programmer and Systems Architect
- Innovative Process Engineer
- Impossible Problem Solver

CAREER HIGHLIGHTS

Hungry Elephant – Technical Director, Managing Director

Drew on my experience as a senior programmer to craft incubator for innovation and “*get it right the first time*” development. Assumed increasingly greater scope of responsibilities by taking initiative to solve unattended problems or shore weaknesses in company operation. Quickly earned the trust of my superiors by achieving high rate of success in difficult or sticky decisions. Attained the role of Managing Director to more effectively steer the overall direction of the Interactive division.

- Inducted an Agile development process to virtually eliminate frustration and tension between developers and clients
- Organized team-based accolades and reprimands to eliminate finger pointing and blame-game between developers
- Relaxed work schedules to focus players on results. Held them inescapably accountable for results
- Matched outcomes to expectations by explicitly documenting, communicating and frequently reviewing expectations with developers.
- Gelled members into a unified team focused on one goal: customer satisfaction
- Liaised, negotiated, and developed relationships with enterprise-level customers: Adobe, Yahoo!, Mercedes AMG, Verizon Wireless.

- Created and sustained a culture of trust and teamwork among developers, graphic designers, and management.
- Consulted with team members about personal problems that were distracting from work productivity. Helped solve the problem and achieved reinvigorated workflows and improved company loyalty.
- Listened to developers' complaints, discerned genuine kinks in workflow processes, rearranged and saw major improvement in turn-around time.
- Independently relocated a working office of 10 employees to new location sacrificing only 1 business day of down-time, including coordinating of multiple vendors, installations and construction project time-tables, with limited internal resources for either support or oversight.
- Achieved the loyalty and appreciation of both my superiors and my subordinates through honesty, respect, and putting the company's interests above personal recognition.
- Responsibilities included interviewing, hiring, and retaining top talent, improving and managing vendor relations, interdepartmental and interpersonal conflict resolution, employee expectation management, evaluation and review, budget definition and allocation, as well as general company vision and strategy.

Ecommerce Partners – Director of Research and Development

Launched a new department designed specifically to inject best-practice software development into a previously very roughshod and ad-hoc environment, starting from the ground up with little supervisory support.

- Planned, designed, and lead a year-long complete redesign and overhaul of an intensely feature-rich ecommerce platform, restructuring for stability, scalability, reusability, and flexibility while maintaining a feature set that would be expected by an established customer base.
- Developed multi-tiered base framework to form core architecture upon which hundreds of permutations could be deployed quickly and cheaply.
- Negotiated and resolved difficult misunderstandings involving sensitive egos, high passion levels, and mission-critical situations.
- Restructured bonuses to be results-driven to create a level playing field and remove distractions about who makes what.
- Corralled run-away morale problems and brought unification and developer investment and enthusiasm to a team of written-off programmers, and inspired creativity and a productivity increase of 100%.
- Introduced modern best practices and development methodologies such as iterative development, test-driven development, and peer code review.
- Enlivened floundering development department by injecting new technologies and challenging the developers to push their own limits and comfort levels.

Atabia – President, Founder

Founded a fledgling web development business beginning with five employees and no start-up capital in the stagnant economic climate following 9/11. Managed to keep it alive and floating for over 5 years with many satisfied customers. Maintained successful, profitable relationships with outside vendors and remote subcontractors, even over long distances.

- Attained “30,000 feet” business-level perspective, reconciling multiple departmental or priority-based viewpoints into a more complete overall vision of the company’s health and future.
- Learned to understand and anticipate the “feast or famine” nature of the service industry and pace expenditures to protect reserves while staying nimble enough to scale up or down quickly with demand.
- Administered company financials including AR/AP, Invoicing, Budgeting, Payroll, Taxes, Balance Sheet, and P&L.
- Coordinated and communicated common vision between artistic graphic designers and mathematical code developers to achieve a unified and cohesive end product
- Consulted with the customers from their own business perspective early in the sales process to establish trust and expertise and to demonstrate cooperative understanding and partnership mentality. Thus, when it was time for work to be done, the choice of contractor was automatic.
- Exceeded customer expectations through excellent service, frequent and reliable communication, and highest quality code and execution throughout the entire life cycle of the software development process, including requirements gathering, planning and architecture, building, testing, deploying and hosting in enterprise-level data centers.
- Invented innovative e-commerce software framework that very effectively succeeded in separating the customizable logic and modular structure of an ecommerce site from the visual layout and user interface, and allowing separate experts to maintain those areas independently and without concern for how their changes would affect the other. This work was later incorporated into the platform for Ecommerce Partners.
- Successfully negotiated achievable yet profitable repayment terms with delinquent customers.
- Measured the needs of long-term growth against the immediacy of short-term cash flow.
- Researched, solicited, negotiated contracts, supervised and kept tight QA on remote subcontractors
- Achieved and sustained that difficult balance between inducing excitement during sales/contract negotiation process and establishing realistic expectations that can be reasonably met during production.
- Failed, and ultimately learned some of the deepest and most profound lessons through that experience.

TECHNICAL EXPERIENCE

- Adobe ColdFusion 3.1, 4.5, 6, 7, 8
- Adobe Flex 2.1, 3.0
- Cairngorm
- PureMVC
- Adobe Flash 7, 8, 9 w/ Flash Remoting
- JavaScript
- AJAX
- CSS
- ActionScript 2, 3
- XHTML
- MS SQL Server 2000, 2005
- XML
- MySQL 5
- Visual Paradigm UML
- Flex Builder 2, 3
- Photoshop
- Fireworks
- IIS 5, 6, 7
- ASP Classic and .NET
- VB Classic and .NET
- Dreamweaver
- FoxPro
- Java
- ColdFusion/JRun Administration
- Microsoft Office Suite including Project and Visio



CERTIFIED PROFESSIONAL
Macromedia® ColdFusion® MX 7
Advanced Developer

Certified as a Macromedia ColdFusion MX7 Advanced Developer. Passing score is 70%. 85% is required for "Advanced" status. I scored 95%.

FULL PROFESSIONAL HISTORY

Hungry Elephant – *12/07 to 12/08*
Technical Director, Managing Director

Ecommerce Partners – *12/06 to 11/07*
Director of Research and Development

Shindigz – *3/06 to 11/06*
Senior ColdFusion Developer

Atabia, Inc. – *10/01 to 3/06*
President

Cirrus ABS Corp – *1/01 to 10/01*
Director of Development

InnoSite – *9/00 to 12/00*
Systems Analyst

TechServices – *6/00 to 9/00*
Web Development Team Leader

Independent Contractor – *5/98 to 12/98, 1/00 to 6/00*

Fort Wayne Internet – *12/98 to 1/00*
Senior Web Programmer

FORMAL EDUCATION

Indiana University at Fort Wayne 9/98 – 12/98 Computer Science

Cedarville College 1/93 – 6/95 Multimedia Technologies

Grove City College 9/91 – 5/92 Mechanical Engineering