

DOUG MAY

Full-Stack Specialist in Technology Evolution and Platform Change

LEAN AND AGILE BY NATURE, AND BY DESIGN

doug@alum.mit.edu

1-510-592-4079 ☼ San Francisco Bay Area, CA, USA ☼ /intuedge.net

OBJECTIVE:

Position as a Collaboration Architect and User+Team Productivity Advocate in a world-class agile shop, democratizing the best tools and practices, and enabling continuous learning and improvement.

KEY STRENGTHS AND SKILLS:

Executive Perspective – balancing the strategic and the tactical across the extended enterprise.

Agility – fast learning plus a non-linear approach leads to better-fitting solutions faster and cheaper.

User Value Focus – making work/play/use more productive and less painful for all roles and levels.

Problem Solving – connecting the obvious dots, adding the non-obvious dots, and inventing the missing dots and connections, when needed.

Technical Chops – core competencies in integrated project management, process management, content management, technical communications, learning management, mobility, and full-stack IT and communications infrastructure.

EDUCATION:

M.I.T. (Massachusetts Institute of Technology) – BS in Earth and Planetary Sciences – self-designed program in ecology and dynamic systems, completed in three years (1973-76). Interdisciplinary tutor.

U.C. Berkeley – MS in Operations Research – complex systems and network modeling, simulation, and global optimization (1979-80); started PhD on duality theory and sustainability (1982,'84). Pascal tutor.

❖ Lifelong technical learning and teaching, and studies in human transformation.

CONTENT MANAGEMENT AND COLLABORATION CAREER HIGHLIGHTS:

2010-13 – **The Intuitive Edge** – Collaboration Architect – Global assessment of existing collaboration, content management, and project management tools and approaches; articulation of core principles and what's missing in the marketplace and current practices; prototyping new solutions. Research in gamification, dynamic web publishing, BPM, eLearning, and shared task management. Volunteer eLearning, content management, and collaboration projects with webplatform.org, railsbridge.org, and marin.edu, plus game and software development conferences.

2009-10 – **College of Marin** – Consulting Systems Engineer – Re-engineered content management and delivery systems providing alternative text for Disabled Students Programs and Services.

2006, 07-08 – **STS International, Inc.** – Consulting Systems Engineer – Re-engineered recruiting and hiring pipeline for streamlined candidate search, vetting, and onboarding; improved content and search reuse, and recruiter training; enabled early forays into social recruiting.

2005-06 – **Visa EU** – Consulting Systems Engineer in Content Management and Collaboration – Architected deployment of the Vignette Collaboration Server for IT Operations Documentation at the EU Regional Processing Centres, including all Content Management, Change Management, and lifecycle workflows, for all departments involved. Worked with internal audit team and other groups to validate policy compliance and resiliency.

- ❖ Re-engineered the infrastructure and policies for the IT Ops Documentation Team
- ❖ Synchronized operational system documentation changes with system hardware and configuration changes.
- ❖ Enabled flexible collaboration, with integrated content management, around and within projects, issues, teams, and departments, while preserving governance controls, and smoothing the flow from development and engineering to production.

1999-2000 – **OpenMarket, Inc.** – Senior Architect in Professional Services – Facilitated content management and dynamic publishing solutions with full back-end e-commerce integration for clients including 3Com, The Gap, Sony Style, and Hong Kong Telephone. Developed training programs to bring new architects rapidly up to speed. Drove product extensions to better support generic content management and other back-office needs.

- ❖ One of the first architects to work on the original Content.Server.

1994-97 – **Robert Half International, Inc.** – Director of Information Systems (contract to hire) – Re-engineered the WAN and migrated all networks to TCP/IP; designed and implemented new back-office infrastructure to support \$1B operations; managed ICT hiring and budgets; upgraded phone systems for better customer service and user satisfaction (internal+external).

- ❖ Enabled and led the transition to universal e-mail and web access, including the entire workstation, networking, server, security, and administrative infrastructure.
- ❖ Enabled developers and key users to practice web-centric collaboration as an extended team.

1993 – **Ingram Micro, Inc.** – Contract Technology Strategist – Assessed internal needs and available products for integrating executive information systems (EIS), decision support systems (DSS), data warehousing (DW), and business information (BI) across disparate existing internal platforms.

1990-recent – **STS International, Inc.** – Consulting Systems Engineer (contract to hire) – Episodic adjunct staff and client-site ICT professional services, including strategy, project management, solution engineering, and infrastructure. Clients have included Bank of America, Hewlett-Packard, Sun Microsystems, CA Franchise Tax Board, Los Rios Community College District, and American Heart Association.

1982-91 – **The Hunger Project** – Director of Information Systems (contract to hire) – Re-engineered donor records and communications infrastructure; enabled in-house desktop publishing; designed and built project management tools and key relationship management systems; established global standards and trained staff and volunteers on four continents; brought in first portable computers, PCs, data warehouse, e-mail, digital PBX, voice mail, and localized database tools.

- ❖ Doubled in-house capacity and capabilities every year, with no change in budget.
- ❖ Enabled in-house Content Management and electronic layout for multiple publications.
- ❖ Designed and delivered the complete content management and collaborative project management infrastructure for the book “Ending Hunger: An Idea Whose Time Has Come.”
- ❖ Enabled and led the transition to self-service word processing, spreadsheets, and database.

1982-present – **The Intuitive Edge** – Principal Consultant and CTO (when not otherwise occupied) – Episodic and ongoing research, solution design, and professional services in technology strategy, non-profit infrastructure, unified communications, workflow, business process automation, technical communications, collaboration, eLearning, agility, and multi-format publishing.

- ❖ Built a content management system documenting a complete image processing API, that integrated with the development of the toolset, so that dev and docs were always in sync, and publishable in both hard- and softcopy (1992).
- ❖ Integrated multiple Change Control and Configuration Management Systems to tie to centralized Project Management for migrating 150 Bank of America branches to upgraded data links, reusing content to reduce project overhead, reduce errors, and improve sync, with net savings of .8 FTE just on NOC project overhead (1993-94).
- ❖ Formally piloted and deployed eRoom for departmental and team collaboration and content management at Lam Research, along with a web social engagement site for the Office of the President. Re-engineered departmental web production and central Web Content Management services for all groups, and recommended extranet collaboration solutions (2000).

1977-82 – **Bell Telephone Laboratories** – Member of Technical Staff in Operator Services and Switching Systems Engineering – Programmed, and coached other developers, in statistical analyses, computer graphics, and systems simulations; assessed computerized Directory Assistance offerings, and feasibility of new services under (pending) deregulation, as BTL rep to AT&T VP committee.

- ❖ Established departmental code, config, content, and style reuse, and pioneered remote working and remote support.

Recent Technical Skills: Ruby on Rails, HTML5, CSS3, Javascript, TDD, BDD, SaaS, gamification, mobility, Adobe (Ac, Ps, Ai, Fl, Id, Dw, Fw), Autodesk, Unity3D, animation, XML, REST, DITA, video, VOIP, wiki, ECM, QA, QC, BPM, PPM, LDAP, Rational Jazz, Eclipse, Android, KM, ATS, design, Linux, Lean, Agile, Risk Management, Collaboration Architecture

Long-time Technical Skills: SQL, Linear Programming, simulation, information architecture, business systems analysis, technical communications, call centers, technical support, technical training, eLearning, automation, publishing, scripting, middleware, Unix, MVS, FORTRAN, PL/I, C, Pascal, FORTH, communications-enabled business processes, image processing, curriculum design, proofreading, interoperability, workflow, i18n, CRM, desktop office application suites, telecomm, records management, HRIS, unified communications