

TOM BAKER

CERTIFIED PROJECT MANAGER

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ROLES & RESPONSIBILITIES

Team & Technical Project Management

- ♦ Led small and large teams receiving exceptional employee and customer feedback
- ♦ Certified Project Manager for Web site design, search, content management, and server upgrade projects
- ♦ Led concurrent projects and project teams and delivered results on time

Web Application Development

- ♦ 10 years of experience building content-rich web sites; usability and information architecture
- ♦ Technical Design and development of dynamic Web applications; HR job postings and resume collection
- ♦ Implemented and developed with Interwoven TeamSite and other Content Management Systems

Infrastructure System Support

- ♦ Supported multi-server clustered Web environments hosted in multiple firewall protected data centers
- ♦ Responsible for hardware upgrades, scale planning, Apache configuration, and production support

SKILLS & TECHNOLOGIES

Management Tools

- ♦ Microsoft Project Server/Visio/Office/SharePoint/InfoPath, Documentum eRoom, Serena TeamTrack, Intuit QuickBase, Remedy, Brio, Six Sigma/PMI-PMBOK/RUP Process Methodologies

Web Application Development

- ♦ HTML, Perl, PHP, JavaScript, ColdFusion, SQL, and Photoshop
- ♦ Interwoven TeamSite/LiveSite/OpenDeploy CMS, Apache, IIS, SunOne, SQL Server, Oracle database, TextPad, BBedit, Dreamweaver, Contribute, Eclipse, Visual Source Safe, CVS, RCS
- ♦ LDAP(S), XML over HTTP(S), SSL, SSH tunnels, multi-network firewalls, and MIME email

Web Systems and Infrastructure

- ♦ Apache configuration including VirtualHosts, HTTPS, and redirection
- ♦ Load balancing, log analysis, system uptime and page response time monitoring, and tool development

EMPLOYMENT HISTORY

THOUGHTMATRIX: December 2007 – Present

Palm Inc. –Project Manager/Technical Lead (www.palm.com & euro.palm.com)

- ♦ Managing extension of USA TeamSite implementation out to European operations

SAPPHIRE TECHNOLOGIES: June 2006 – November 2007

Charles Schwab & Company – Contract Technical Project Manager (Schweb.schwab.com Intranet)

- ♦ Project Managed \$500k Schweb Infrastructure Upgrade project using STech PMO RUP methodologies
- ♦ Guided HR & Schwab Bank business-driven projects through CTO, STech, and TIS GLOW processes
- ♦ Infrastructure Rationalization Solaris to Linux/Windows system simplification and support cost savings
- ♦ Improved offshore request processes for improved productivity and business requestor satisfaction
- ♦ Projects Delivered:
 - Schweb Infrastructure Upgrade RUP Inception and Elaboration project phases
 - Implemented LiveSite business content contributor self-service tool for HR Deferred Compensation
 - Extended LiveSite for use on Schwab Bank and the Schweb Stock Equity Unit Fund sites
 - Upgraded Schweb WebTrends analytics tool to meet CTO technology standards and simplify support
 - Migrating of Schweb Solaris SunOne and TeamSite applications to Apache and Red Hat Linux

- Initiated Schweb FastSearch upgrade; created initial project plan used by new project manager
- Updated Schweb infrastructure documentation in MySupport, DCO Portal, and Wipro SMTD's

ROBERT HALF TECHNOLOGY: August 2005 - December 2005

Carat Advertising – Contract Project Manager and Web Developer (Carat.com)

- ♦ Project Managed and developed content management for winstarcasinos.com & xmodsrc.com

Gumas Advertising – Contract Web Developer (Gumas.com)

- ♦ Web development for various client web sites and advertising campaigns

INTUIT INC.: 1995-2005

November 2003 - June 2005 – Technical Project Manager (Intuit.com and TeamSite functionality)

- ♦ Project Managed enterprise system hardware and software upgrades
- ♦ Concurrently managed multiple project teams of 4-8 direct contributors with budgets up to \$500k
- ♦ Projects Delivered:
 - Web site redesigns for www.intuit.com and www.turbotax.com
 - Annual scaling of www.turbotax.com for Tax season traffic
 - TeamSite/OpenDeploy upgraded from 5.0 to 5.5 & integrated with Siebel

August 2000- June 2005 – Web Development Manager (Intuit.com, Intranet and TeamSite)

- ♦ Managed large team of 22 people; Including Project Managers, Developers/Engineers, and QA
- ♦ Controlled a \$1.3 Million budget for staff and hardware; Saved \$100k with optimized hardware
- ♦ Led Reorganization to split Project Management, Development, and QA
- ♦ Led Engineering process improvement efforts and contributed to Six Sigma
- ♦ Projects Delivered:
 - Implemented "Rapid Development" and "Custom Development" processes
 - Intuit.com, turbotax.com and Intranet site redesigns and Fulcrum search
 - Internet and Intranet Web servers migrated from Netscape to Apache
 - Implemented TeamSite as enterprise system; Shared by 150+ Intuit Internet/Intranet Web sites
 - Upgraded TeamSite from 4.5 to 5.0; "Self-Service" content updates
 - Internet and Intranet Business Continuity Plans (disaster recovery)

October 1995 - August 2000 – Individual Contributor Roles

- ♦ Web Production Lead: Prioritized and assigned development assignments
- ♦ Web Production Specialist: Development of HTML, ColdFusion, Perl applications using TeamSite
- ♦ Contract Web Production Specialist: Developer for Intuit.com, QFN.com, and Turbotax.com sites
- ♦ Projects Delivered:
 - Led Y2K Remediation; Web servers migrated to Sun hardware
 - Implemented Job Search and other Web Applications; InQuery Search
 - Provided requirements for in-house CMS and selected Interwoven TeamSite as replacement
 - Initial launch of intuit.com and qfn.com (Quicken portal) Web sites
 - Educated senior management on privacy implications of "Web beacons"

RED SKY INTERACTIVE – Contract Interactive Developer: April 1995 - October 1995

- ♦ Multimedia Authoring with Macromedia Director and Shockwave
- ♦ Web Site Development

TLA PRODUCTIONS – Audio Recording Studio Client Services: 1993-1994

RUSSIAN HILL RECORDING – Audio Recording Studio Assistant: 1992-1993

EDUCATION

Certified Project Manager: PMI/PMBOK PMI preparation studies - UC Berkeley Extension

Web and Programming Courses - University of California Extension
Bachelor of Arts Communications - San Francisco State University