HASSAN ABOU-GHAYDA

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PROFILE

Entrepreneur and Senior Software Engineer with over 20 years of experience in agile software development is seeking a challenging IT product management position. Recognized for managing and supporting profitable customer operations, providing streamlining, automation, and cost cutting applications to maximize operational efficiencies, reduce human error and achieve optimization. Specific Knowledge in financial software requirements, and financial decision support systems. superb communication, leadership, analysis, documentation, business acumen and critical thinking skills. **US citizen with secret clearance.**

PROFESSIONAL EXPERIENCE

GENEVA SOFTWARE (State Department Contractor)**,** Washington, DC) **05/2012 – Curent**
Senior Software Engineer

- Managed the ICASS (application to forecast future budgets for USA oversees embassies), SMARTS (application manages real estate properties for the US government worldwide) and MRS (application manages Mishaps/Injuries for state department staff worldwide) projects using Scrum framework and agile mythology. Technology used ASP.NET C# 4.0, SQL SERVER 2008 R2, JavaScript, SSRS for reporting and WCF to interface with other state department systems and to provide SOAs.
- Communicated with the client new requirements, design documents and level of effort for future enhancements.
- Always work towards continuous improvement of process and procedures.
- Project-managed the transition of the ICASS application from JAVA to .NET.

GUPTON & ASSOCIATES (Navy contractor)**,** Alexandria, VA   **01/2008 – 04/2012**
Senior system analyst
- Part of a team of 65 engineers from Northrop Grumman, Honeywell, AT&T, Harris and Gupton & Associates to design and support the Navy's CNIC Public Safety Network (PSNet).
- Managed the development team to design and implement the following web applications: Trouble Ticket (To track all trouble tickets related to the project), Circuits (manage all circuits used by the network), IP Address (manage all IPs and devices assigned to each IP), Point Of Contact (To keep track of all POCs assigned to each Navy site) and the Master Site (To keep track of all Navy bases and Buildings in each base worldwide including all devices assigned to each building). Technology used ASP .NET 4.0 C# & SQL Server 2008 R2.
- Communicate with the chief architect to gather requirements, design, test, and verify that the application adheres (Security Technical Implementation Guides (STIGs)) to the DoD standards before deploying to production.
- Managed a team to build and configure the Virtual test and development environments using VMware virtualization technology (vSphere 5.0, vCenter servers and ESXi), Dell PowerEdge M1000e, Dell Blades M600 servers, Microsoft Windows Server 2008 R2, Microsoft Active directory and NetApp SAN 20-40. Provide virtual servers to other teams on the project. Designed and tested a VDI solution using view 5.0 before deploying to production.
- Acted Liaison between the System administration team and the IA team to remediate security vulnerabilities to applications and systems. Provided reporting and feedback on vulnerabilities and patching using VMware vCenter Configuration Manager - VCM.

VERIZON COMMUNICATIONS, Arlington, VA   **12/1999 – 12/2007**

Software Engineer III, 2003 - 2007
Held increasingly responsible positions, supporting a range of projects including the following:

Bankruptcy and Abandoned Project:
Designed and streamlined script with NY and NE UNISON legacy systems to disconnect 8,359 competitive local exchange carriers (CLEC) accounts (TNs) based on business requirements. Saved company $1M and 1672 hours in resource time, and improved service order disconnects from 12 minutes to 40 seconds.
BCOC Project:
Met with senior executives to provide updates on projects and presented design recommendations needed to submit over $1M in adjustments for CLECs.
- Automated existing old manual submission process by designing new Lotus notes database, 8 Visual basic and 1 Perl script; created daily process that interfaced with different Verizon legacy systems. Design process served to increase revenue by $800K and improve submission time by 43 seconds per adjustment.
TIC TAC Project:
- Designed new application that adapt to telecommunications industry, enabling client to manage Contract Life Cycle and allowing them to obtain TL9000 certification.
- Served as single-point-of-contact, supporting 25 existing Lotus Notes databases: re-designed and modified databases in meeting client specifications.
Master Customer List Project:
Migrated 9000 rows of data from excel spread sheet into 23 SQL SERVER 2000 tables using DTS packaging and SQL.

Software Engineer II- Quality Assurance Team,   **12/1999 – 10/2002**

- Performed regression, progression, positive and negative and load (Load Runner) testing.
- Developed testing scripts based on functional specifications and requirements documents.
- Utilized UNIX shell scripting and Sybase SQL to confirm testing results and ensure application-maintained data integrity.

PALAS INC. Ringwood, NJ   **12/1996 – 11/1999**
Software Engineer/ President and Principal
Developed, marketed, sold, and supported an innovative DSS (PALAS - **P**rofit **A**nd **L**oss **A**nalysis **S**ystem) that analyzes small business potential, measures KPI's that provides business intelligence to prevent pitfalls. Software serves to increase profitability, calculate breakeven point, price products, up sell, and forecast analysis.
- Sold software package to Domino's franchisees as an effective tool to project revenue and profitability based on changes to market criteria (such as pricing, quantities, or costs); owners able to anticipate outcome of promotional campaign and drive their business to assure success.
- Served as project and product manager, marketed software at trade shows and through direct mail campaign. Also, wrote a 100-page manual for the software. Testimonials from customers at website.

EDUCATION
Master of Business Administration -**MBA** (Finance concentration); December 2010   **GPA 3.71**
The Johns Hopkins University*; Carey Business School, Washington, DC

Master of Science in Information Systems Technology; August 2002   **GPA 3.87**
The George Washington University, Washington, DC

Bachelor of Science in Electrical Engineering degree; August 1989
Louisiana State University, Baton Rouge, LA

TECHNICAL SKILLS
 Languages: C #, ASP.NET 4.0, CSS, jQuery, JavaScript, and HTML, Lotus Notes (8.5.2, 6.54), Java, C, Perl, VB Script.
DBMS: SQL Server 2008 R2, Oracle, Sybase, MS-Access.

<u>Certifications</u>
1. VMware Certified Professional on vSphere 5 – VCP5, March 2012.
2. Building ASP.NET Web Applications by Learning Tree, March 2013.