

John J. Andersen

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EXECUTIVE SUMMARY

Senior engineering manager with proven abilities to drive technological research and development allowing companies to successfully compete in a global market. Strong experience in Lean Management through Agile practices. Expert architect of automated processes to assist in project management, development, and delivery. Excellent interpersonal and people management skills - leading through career coaching and challenging environments that develop the skills of employees. Strong product integration skills developed through years of tool integration assignments with IT-based products.

CAREER SKILLS & KNOWLEDGE

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|--------------|---|----------------------------|
| • Python | • STAF (Software Test Automation Framework) | • Scrum Master |
| • PHP | • Selenium | • Scrum "Product Owner" |
| • HTML | • XPath | • Contextual Inquiries |
| • CSS | • Linux (SuSE, RedHat, etc) | • Lean Operations |
| • Javascript | • Windows (all) | • Architecture Development |
| • Java | • Novell e-Directory | • Project Leadership |
| • C# | • Novell ZENworks | • People Management |
| • SOAP | • Novell ZENworks Endpoint Security Mgmt | • QA/Testing |
| • XML | • Platespin Orchestrate | • Virtualization |
| • SEO | • Tool Integrations | • Cloud Computing |
| • SEM | • MYSQL | • Multi-Site/Global Mgmt |
| • LDAP | | • Multi-Project Mgmt |

SELECTED CAREER ACHIEVEMENTS

- Developed quality practices and standards with a small committee that was distributed throughout a global 4,000 employee company. This centralized quality process areas within Agile software testing and development teams. Communication was increased throughout the company regarding practices and tools that led to hundreds of thousands of dollars in software tool savings alone.
- Managed a global engineering organization with personnel in the United States, Mexico, India, and China. Pooled together efforts and generated automated tools that integrated with several products - saving the business thousands of effort hours in recreating or automating processes that were already handled by tools or products that already existed elsewhere.
- Co-invented and developed an open source project, Tomato, that created an abstraction layer to proprietary software automation tools. This project allowed engineers to write test automation programs in one common language regardless of the automation tool that they used. Consumers were empowered to allow one set of scripts to use different tools to test both Windows and Linux operating systems.

PROFESSIONAL EXPERIENCE

Novell. Inc -- Provo, UT

1997 - Present

A software development company providing IT infrastructure management, work group communication software, identity management products, and networking operating systems. A global company of about 4,000 employees with 100 offices throughout the world.

Engineering Manager (2008 - Present)

Provided people management/coaching and project leadership for both internal and customer facing products. Influenced the quality development of data-center management, server management, desktop management, and cloud computing initiatives.

- Directed manual and automation testing efforts for over 10 products with influence around the globe. During this tenure I helped increase product quality through initiatives generated while serving as the quality prime for a number of multi-million dollar products.
- Invented tools and products that drastically improved the testing coverage for company products. Eliminated wasteful processes through work analysis and automation. Empowered the business unit to develop more quality products with 60% of the effort.
- Standardized practices for engineering processes throughout the company to ensure proper automation, system integration, and quality initiatives for every project.
- Worked with high profile customers to resolve critical product situations. Coordinated global efforts to support customers from across the globe.

Tools Architect (1997 - 2002)

Led the development of tools and product integration that allowed testers to connect at various product interfaces to facilitate the quality assurance of several key products. Acted as architect, team lead, and developer.

- Developed an extensive product integration framework that allowed engineers to interface with the latest ZENworks products through Web-browsers, XML, command-line tools, SOAP, and XML-RPC. Architecture was based on a combination of Python, Java, and C#.
- Co-developed a Java-based portal that sent commands to agents throughout a network. The utility used a unique scripting language for the distributed jobs. Helped a team of 15 engineers remotely schedule and execute jobs on lab devices.
- Fully automated the testing of maintenance-only products.
- Provided automation and tool architecture for: Novell Client, Novell Portal, NDS for NT, and Novell ZENworks.

Product Inventor (2001 - 2002)

Worked on a small breakout team whose charter was to interview customers and use that information to design and develop an internet-based product that would bring companies together through collaboration, project management, and dispersed team management.

- Analyzed customer workflows and processes both onsite and remotely.
- Co-invented the "Workspace" project that supported the finding of contextual inquiries.
- Generated public interest in the product through demos and convention presentations.

Ability Web Services -- Provo, UT

2001 - Present

A small Internet marketing company dedicated to providing quality products, services and information to individuals and businesses.

Owner (2001 - Present)

Created the company, authored the technologies, and ran the business.

- Rocketed my power sites to the first page of Google, MSN, Yahoo, etc for main keywords using SEO techniques.
- Generated thousands of dollars a year in residual advertising income.
- Produced a powerful system of online wish list sharing for gift giving and gift registries.
- Harnessed product sales through a custom shopping cart system with flexible coupon/gift certificate capabilities.

EDUCATION

MBA, 3.97 GPA, Utah State University, Logan, UT, 2008

BS - Computer Science, 3.78 GPA, Brigham Young University, Provo, UT, 1999

INTERESTS

Entrepreneurship, Road Trips/Travel, Geocaching, Snow Skiing, Spending time with family, Writing, Working on the family ranch, Camping