John Green, lancelotlinc@gmail.com , (785) 260-0150 , http://www.lancelotlinc.com

High Technology Pioneer with proven leadership. Partners with C-level business executives to implement technical solutions that drive profitability, market share, and cost reduction. Achieves results by applying business acumen, project management skills, and systems knowledge to simplify complex issues and anticipate potential problems. Promotes diversity and inclusion to realize team cohesion. Eagle-eye for Return-On-Investment. Leading peers by coaching, mentoring and stimulating creative thought for dynamic growth in multiple directions with broad expertise. Specializing in electronic payment systems based on Service Oriented Architecture and Enterprise Service Bus. Systems leverage solidDB and WebSphere Message Broker as stateless high-speed transaction processors which use creative techniques to avoid resource contention. Implementation of MasterCard's payment processing system in 2011 has tested well at 30,000 TPS, is geographically separated, and uses an active-active failover strategy. Shrinks cost through human-supervised systems management automation.

Information Systems eCommerce Consultant SOA Governance 1/2003 – Present

Physicians Mutual Insurance Company (eCommerce Portal Enterprise Service Bus): Designed, developed and implemented SOA ESB electronic premium payments portal, supporting annual ABW and Credit Card payments of $14 million in online insurance premium collections. Using this portal and IBM WebSphere Message Broker V8 with WSRR governance, increased resolution of billing questions on the first customer service call by 15 percent, increased customer satisfaction, processed 2.6 million claims, and reduced time for return calls.   This ESB enables regulatory-compliant electronic payments so Physicians Mutual can scan checks, process single and recurring credit card payments (without storing the card data on the Physicians Mutual site), process single and recurring ACH and cash transactions, remittances and Web payments. These cloud-based features result in cost reductions, accelerated time-to-market, and improved transaction processing quality. Established SOA governance practices using WSRR governance enablement profiles and WMB V8 Endpoint and Registrypoint Lookup Nodes with Match Policy and Registry cache.

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Developed event-driven Service Oriented Architecture framework for consistent innovation that enabled (1) consumer-preferred interaction points, (2) bi-temporal intelligent consumer analytics and (3) faster speed-to-market products. The framework promoted highest inquiry-to-purchase conversion rate using online customer service tools through a self-service portal. The portal features higher customer retention by accelerating and simplifying the claims process enabling policyholders to administer their own policy online. The framework also created an environment in which policy and billing services are available to customers when, where and how they want them through a collection of reusable Web Services.

MasterCard WorldWide, St. Louis, MO / Bank of America, Charlotte, NC (Banking Enterprise Service Bus): Implemented ESB architecture design strategy and security safeguards in PCI processing using IBM WebSphere Message Broker v7, IBM DataPower Xi50 with XSLT, WebSphere Application Server leveraging SolidDB, DB2, WebSphere MQ, and Java in z/OS, AIX and Linux environments. Capable and proficient with the definition, design and implementation of reusable frameworks at varying tiers in the software platform to properly identify opportunities for software reuse to create complex bank card transaction payment system. Strong background in pattern-based development of reusable modules. Development and maintenance of online commerce applications through the web-enablement of the full customer lifecycle to promote return of frequent customers to MasterCard partner eCommerce portals. Developed Enterprise Service Bus template development process that enables increasingly sophisticated levels of loyalty program personalization and customization, based on MasterCard partner requirements.

Express-Scripts, St. Louis, MO (Pharma Enterprise Service Bus): Improved Express-Scripts web service-based customer reporting tool to make it easy for various Express-Scripts customers to compare prices of competing products without compromising the integrity of Express-Scripts relationships with competing vendors and dealer channels. Led the on-shore and off-shore team in the development and maintenance of web-enablement eCommerce and customer loyalty programs. Subject-matter expert in distributed object programming models such as SOAP,

JavaEE, CORBA.

Monsanto, St. Louis, MO (Third-party Logistics): Provided Systems Maintenance, Break/Fix, Security Analysis and Implementation. Identified and addressed system vulnerabilities of the Monsanto American Seeds Summit application. Established control access rights to Summit by creating and enforcing rules and provisioning user accounts. Proactively monitored and analyzed Summit system resources to safeguard against threats. Established, monitored and enforced Summit security policies to facilitate compliance with auditor requirements. Accurately identified critical application and system vulnerabilities and coordinated the process of fixing audit findings. Created cost-effective solutions for quality, accessibility, privacy and regulatory compliance issues. Deployed and supported SysAid help desk knowledge base system.

Amazon Web Services (AWS Cloud-based Enterprise Service Bus), Seattle, WA : Develop least-expensive cloud-based scalable data center infrastructure using enterprise-quality Linux AMP (Apache/MySQL/Perl-PHP) stack. Optimized CoolStack for the Solaris Ruby, Rails, and Rubygems language, framework and packaging systems, including NetBeans and Python. Promote open-source Integrated Development Environment for enterprise, web and mobile applications in Java, C/C++, and Ruby to third party developers.

State Farm Insurance, Bloomington, IL : Enterprise Application Integration engineer using Java, J2EE, Service Oriented Architecture, WebSphere MQ, and Sonic Enterprise Service Bus. Subject Matter Expert installing, configuring and tuning Sonic and WebSphere products which support IBM, Apache and Sun Application Servers through J2EE, Enterprise Java Beans, and Message Driven Beans. Setup and maintain secure communication to third-party business partners through DataStage TX, Message Broker, and Process Server. Enable legacy application reuse and revitalization by warehousing data using bi-temporal records. Standardize the representation of data so that multiple lines of business can use the same customer information even though the previous versions of applications required other formats.

Expert MQ developer. Implemented highly-available SOA-based Enterprise Translator to perform Electronic Funds Transfer (EFT) payments using Amazon Flexible Payments Service (FPS), including a creative way to provide hot-standby capability. To support the Client's need to disperse operational capability to geographically separated sites, implemented a unique mechanism for virtual transmit queues to connect message flow paths to various servers depending on the trigger data supplied by the business area.

Designed, developed and implemented low-cost pay-as-you-go Web Services for third party business partners processing Payment Card Industry, EDI and HIPAA transactions using scalable web solutions based on Amazon Web Services (AWS). Created GUI dashboard for assistance in maintaining, managing and monitoring activities, including the ability to coordinate on-the-fly the auto-scaling of servers according to usage load. Implemented software stacks with Amazon Elastic Compute Cloud (Amazon EC2), Amazon Simple Storage Service (Amazon S3) and Amazon Simple Queue Service (Amazon SQS) using multiple users under a single Amazon S3/EC2 account (hidden credentials) with detailed hidden user account auditing. Amazon Elastic Compute Cloud (Amazon EC2) is a web service that provides resizable compute capacity in the cloud with dynamic IT provisioning, development, deployment and maintenance models.

Created an efficient knowledge exchange innovation, characterized by tremendous knowledge density relationship with the customer. Architected Corporate ESB package comprised of Service Registry, Service Orchestration, Service Monitoring, and Universal Transformation. Established standards and procedures for Service Integration Bus (SIB) implementations of WebSphere Application Server V6 that provides a managed communications framework and shared communication channel for group interconnected Messaging Engines (MEs). This resulted in dramatically lower organizational operating costs.

Defined and deployed interprocess communication to facilitate bi-temporal data aggregation into data warehouse and data marts to create a unified enterprise view of legacy application data using WebSphere XD Operations Optimization and Service Oriented Architecture. State Farm's data runs on Windows, z/OS, Unix AIX, and

Linux systems. Using Data Grid, shipped bi-temporal data into a data warehouse and back out to data marts to enable unified customer records across all platforms. Implemented policy-based application virtualization capabilities that supported business process integrity, improved reliability, application performance, and better application health management. Developed and deployed the capability to allow business applications to process very large volumes of transactions. Configured long running and on-line transaction processing (OLTP) servers to run in the same node using the business grid balancer. Defined and implemented policies that govern automated Health management and application recovery steps.

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Vice President Administaff (SatisFusion) 6/2000 - 7/2002 (eCommerce)

Led world-class web development team that designed, developed, and implemented a post-sales consumer relationship management solution for top-tier manufacturing clients Nikon, Olympus, Yashika, Thermos, ShopVac, Hunter, Holmes Products, Toshiba resulting in improved customer satisfaction. Partnered with C-level business leaders to make the eRetentions system efficient and user friendly. Managed full P&L and all aspects of the $9.8 M development and production support budget, including adherence to budgets, setting the vision and establishing budget priorities. Corporate Fundraising: Achieved Series A US$10 M funding; Series B US$15 M funding for pre-IPO startup. Implemented creative staff retention techniques to encourage associates to continue with the Company through difficult times in the eCommerce business.

IT Consultant   Metro Information Services 10/1995 - 6/2000 (Trailblazer)

IT Director For Metro Information Services, designed, developed, implemented and deployed one of the first truly integrated call center Intelligent Transportation

Systems for the City of Houston and the Texas Department of Transportation. Designed, developed and implemented an automated meter reading and power control system using early-generation wireless embedded systems controllers. Designed a plan to use early-generation LEO satellites in a world-wide distributed network for Global Marine off-shore oil rigs. Design, development, and implementation of C++ and Java source code. PPE Consultant for companies like Motorola, ABB, Electric Power Research Institute, Texas and Kansas Departments of Transportation. Analyze and stress test designs before implementation to reduce rework and retrofitting.

Product Developer BMC Software 2/1994 - 10/1995 (System Utilities)

Designed, developed, and implemented backup and recovery utilities using C++ for MS-SQL Server on Microsoft Windows NT Server to Extract, Transform, and Load (ETL) data from DB2 (OS/390) to open systems databases such as Oracle, Sybase, and Microsoft SQLServer on-the-fly as systems were operating, including the support for MQSeries and CICS transactions. This required special considerations to merge datatypes that did not match that came from uncomplimentary, diverse data models. John's class libraries are today an important part of the Patrol Recovery Manager product that grossed BMC over $500 million in revenue since 1994.

Software Engineer Gateway 2000 9/1991 - 2/1994 (eCommerce)

For Gateway 2000, a worldwide PC manufacturer, John oversaw IVR CTI code development of MS-Windows and OS/2 GUI front-ends for integration into existing corporate environment. John developed detailed written proposals for presentation to senior management on MIS corporate strategy, internal corporate direction, new computing platforms and resource utilization. John designed, developed, and implemented communications subsystems to connect 5,000 GUI clients to Sybase SQL Servers executing sales order entry, warehouse inventory, and customer service applications using ten 20-Gigabyte Sybase/Novell PC platforms and 2 AS/400s in a 24x7 environment. John designed and implemented high performance client/server OLTP software systems using multiple object-oriented class libraries. John designed,

developed, and implemented high-speed automatic update communications programs to support 174 million transactions per day throughput.

Computer Systems Security Officer   United States Air Force   3/1983 - 9/1991

Established computer systems security policy for the Electronic Security Command at Osan Air Base, South Korea, and Offutt Air Force Base, Omaha, Nebraska. Coordinated strategic relationships between US and ROK organizations. For the Strategic Air Command, John designed and implemented automated auditing procedures using custom-designed and built software tools resulting in an annual savings to the USAF of 2,600 man-hours and over $2 million in real-dollar expenditure reductions.

Education

USAF Technical Institute, Omaha, NE Equivalent to BS in Computer Science, 1987
USAF Technical Institute, Biloxi, MS Equivalent to BS in Electrical Engineering, 1984

Fully current on latest technology through continuing education: IBM WebSphere Application Server, IBM WebSphere MQ, IBM WebSphere Message Broker, Agile Methodology, ITIL (Information Technology Infrastructure Library) Process (customizable framework of best practices), Oracle PL/SQL, ODBC, Microsoft Visual Development toolset, source code version control system and the Apache toolset.

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