ERIC S. ROSS

eric@ericsross.com

SENIOR TECHNOLOGY EXECUTIVE
Chief Information Officer — VP of Software Development – Director of IT

Exceptional record of success in the management of technology departments, programs, and projects. Special expertise in directing application development and implementation, overseeing complex technology initiatives as a Practice Area Manager, and directing facility security operations. Consistent history of delivering innovative solutions to meet evolving business needs. Highly adept at building and leading top-performing teams across multiple locations, managing internal and external relationships, and developing new business. Excellent technical and problem solving skills. Top Secret security clearance.

Core Competencies:

IT Management – Strategic Planning – Budget Administration – Cost Control – Software Engineering – QA
Agile Development – SDLC Management – SCRUM Methodologies – Testing – Technology Deployment
Regulatory Compliance – eCommerce Systems – Software Architecture – Database Development – iMIS

PROFESSIONAL EXPERIENCE

NATIONAL RESTAURANT ASSOCIATION, Washington, DC   2014 – Present
Director of Application Development
Oversee the design, development, implementation, maintenance, and improvement of software for internal use and external sale by this $100M trade association. Supervise up to 13 staff and consultants in multiple locations. Responsible for an $80M training platform (ServSafe) used throughout the restaurant industry and business software that includes dues and financial tools. Prepare work estimates, develop policies and procedures, and direct project management activities. Work closely with business analysts and QA teams.

- Enabled $1.5M in annual savings by delivering a market-leading electronic certificate system.
- Managed the complete rebuild of the eCommerce system to ensure greater security and PCI compliance. Project included a full system architecture redesign in a microservice pattern.
- Led the design and deployment of a Single Sign On tool for the convention registration system.
- Formulated a 3-year, $5M plan to update the ServSafe application and led the first 2 phases to date.
- Streamlined the production support process to reduce help ticket turnaround times.
- Played a major role in the build out and technology implementation for the Washington, DC office.
- Earned a Performance Award in 2015 and recognized for consistently exceeding expectations.

TIGER TEAM CONSULTING, Fairfax, VA   2008 – 2015
Practice Area Manager/Technical Consultant/FSO
Planned and managed a variety of technical projects and served in several roles for this $10M technical consulting company. Managed the entire facility security program and served as primary point of contact to the government regarding secret and top secret security compliance. Oversaw the Association and Nonprofit IT Services practice, managing accounts and business development. Performed high-level programming.

- Directed all facility and technology activities during the upgrade from a Secret to a Top Secret facility.
- Acquired several new accounts and produced more than $550,000 in new business.
- Led a practice focused on iMIS development, integration, and website development.
- Improved efficiency by streamlining the security clearance process.
- Developed a large-scale, Top Secret-cleared application for the FBI, utilizing Agile methodology.
- Took over and turned around the development of a business process modeling system for AARP.
- Provided developer services for a Compusearch team involved in the migration of a major government procurement system from ASP to ASP.Net.
- Managed the development of an internal applicant management and tracking system.

SUMMIT TECHNOLOGIES, Reston, VA   2008
Applications Programmer
Contracted to EDS as part of a project team supporting interactions between multiple entities to facilitate the development of a large government travel website. Created and maintained web services.

PRISON FELLOWSHIP MINISTRIES, Lansdowne, VA   2004 – 2008
Programmer/Analyst & Project Lead
Oversaw the IT Maintenance Department and directed all software design and implementation work. Supervised 2 junior programmers.

EDUCATION

BS in Applied Physics for Computers, Grove City College, Grove City, PA

CERTIFICATIONS & TRAINING

Certifications: Oracle Certified Java 6 Programmer
Training: C# Programming, SQL Server 2005 Administration, Building XML Web Services with .Net, SQL Server Reporting Services, Crystal Reports

TECHNICAL SKILLS

Software & Databases: MS Office, SQL Server, MS Visual Studio, MS TFS, iMIS, SharePoint, Salesforce.com, SQL Reporting Services, Crystal Reports, VMWare, Oracle 11g, MySQL, DotNetNuke, PayflowPro, NAnt, NUnit, Subversion, vTigerCRM, IBM Teamworks BPM, Alfresco, InfiniteGraph NoSQL, Eclipse, Netbeans, Acrobat, Flash, Photoshop, SQL Developer, SQL Management Studio, Joomla, WordPress, Kentico, Apache Tomcat, IIS

Development Tools: C#, VB.Net, ASP.Net, MVC, XML, Web Services, Transact SQL, PL/SQL, Java, Javascript, JSP, jQuery, C++, Cold Fusion, ASP, Spring, Spring.Net MVC, Toad, VHDL, NHibernate, Hibernate

Platforms: Windows, Linux

LANGUAGES

Conversational Spanish