

# CRAIG STEPHEN EVANS

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**Keywords** Project management, systems integration, client/server, wireless, iOS, Java

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**Summary** An experienced computing professional with over 20 years full time experience in corporate, government and industrial environments. Specializing in enterprise computing solutions. Specific interests in software engineering for portable devices (PDA's, cell phones, embedded devices). Experienced sales engineer for a software company specialising in Customer Relationship Management (CRM) solutions for financial services. Provided technical liaison between business and technology staff and clients. Duties included product demonstrations, trade show interaction, and formal Request For Proposal/Information responses. Additional experience in technical support training, and technical documentation. Extensive Internet experience in a wide range of client/server architectures.

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## Core Skills

### Technology

#### Software Engineering

- Client/server programming in Java. Focus on servlet / web based technologies
- Registered Apple iPhone Developer
- Client side markup languages (HTML, cHTML, WML, HDML, VXML)
- Personal Software Process (PSP) structured programming methodology

#### Technology Management

- File server systems administration (Windows NT 3.x, 4.x, 2000)
  - PBX (switchboard) management
  - Structured office network cabling (CAT5/Telephone)
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### Management and Sales Engineering

#### Project Management

- Formal problem analysis training (Kepner Tregoe), including potential problem analysis and risk assessment/management
- Business gap analysis and process re-engineering

#### Documentation

- Including ISO 9000 series and 27001 Level compliance

#### Training and Presentations

- Technical training of peers
- End user training
- Technical information presentations to all organizational level (C level executives to staff)

#### Peer Supervision / Management

- Supervision of subcontractor employees
  - Project management of peers in project settings
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## Education

1988 – 1993

### Bachelor of Computer Science

Software Engineering, University of Wollongong, Wollongong, NSW, Australia

### Additional Education

2012 - Present

### Doctoral Student – Informatics (expected graduation 2017)

Illinois Informatics Institute, University of Illinois at Urbana-Champaign, IL

1995 - 1996

### Graduate Courses in Open Systems Development (Software Engineering)

Swinburne University of Technology, Hawthorn, Victoria, Australia

- Advanced software engineering degree focusing on client server programming
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## Professional Development

2013 US IGNITE Developers Workshop (Big Data and Broadband) San Leandro, CA  
2011 Microsoft BizTalk 2010 Immersion Training, QuickLearn.  
2001 Certified AT&T PocketNet Developer  
1999 Analytic Trouble Shooting, Kepner Tregoe, Inc.  
1997 Managing in an IT Environment, UNSW School of Business Admin  
1996 Problem Solving and Decision Making, Kepner Tregoe, Inc.  
1996 Effective Negotiation Skills Workshop, Effective Negotiation Services  
1993 Priority Management Workshop, Priority Management Systems

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**Experience**

**10/2011 to Present** **UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN, IL**

**5/2012 to Present** **Visiting Snr Research Programmer, Graduate School of Library and Information Science**

Provide software engineering, data analytics, and profession services to GSLIS faculty in support of funded grants. Projects include Socio-technical Data Analytics (SODA) and Preserving Virtual Worlds 2 (PVW2).

**10/2011 to 5/2012**

**Academic Professional (Data Analyst)**

**Seconded to John Deere Technology Innovation Center, Champaign IL**

Designed and implemented a software solution to perform text analysis and generate keywords using text mining techniques over unstructured text files.

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**10/2010 to 8/2011**

**HEALTH ALLIANCE MEDICAL PLANS · URBANA, IL**

**10/2010 to 8/2010**

**Snr Business Systems Analyst**

Documented data requirements for migration of claims processing from ASC X12N EDI 4010 to the new 5010 format. Implemented data mapping to/from XML data streams from/to flat file EDI files for data interchange with clients, partners, and government agencies using Microsoft BizTalk.

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**5/2002 to 10/2009**

**E-Z DATA**

**3/2003 to 10/2009**

**Corporate Sales Engineer · Pasadena, CA / Chapel Hill, NC / Urbana, IL**

Responsible for preparation and co-ordination of formal Request for Proposal responses. This involved taking client generated business requirements and mapping to internal software capabilities as part of a client due diligence process. Additional responsibility for liaison between business and technical staff internally, and management of technical resources and presentations to clients for the deployment of multitiered client/server solutions to the insurance and finance industry. This involves preparing scheduling resources (people, vendor, hardware) to meet milestones, sales support and business analysis, preparation of supporting documentation for client sites, interaction with external clients in a pre-sales technology application capacity.

**5/2002 to 3/2003**

**Project Manager · Pasadena, CA**

Responsible for coordination of programming and administrative resources in the deployment of multitiered client/server solutions to the insurance and finance industry. This involved preparing project plans, scheduling resources (people, vendor, hardware) to meet milestones, preparation of supporting documentation for client sites, interaction with external clients for both deployment and problem resolution.

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**1/2001 to 3/2002**

**ADAPTIVEINFO · Irvine, CA**

**1/2001 to 3/2002**

**Software Engineer**

Member of programming team responsible for delivery of news content to wireless devices. Clients included Los Angeles Times, San Diego Union Tribune, and the Nando Media group. Java based server side code generating content presented via markup languages to client devices.

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**10/97 to 9/2000**

**BHP COATED STEEL CORP · Rancho Cucamonga, CA**

**10/97 to 9/2000**

**Systems Engineer · Information Systems**

Site manager for maintenance and enhancement of voice/data communications infrastructure. Systems admin of NT 3.51/4.0 servers and OpenVMS servers, as well as Nortel Meridian Option11 PBX hardware. Project management responsibilities for installation of DEC Alpha, and expansion of RF network barcode scanners.

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**01/88 to 10/97**

**BHP INFORMATION TECHNOLOGY · AUSTRALIA**

**04/97 – 10/97**

**Senior Analyst · MS Exchange Migration Project · Melbourne**

Senior team member responsible for migration and deployment of Microsoft Exchange messaging services throughout BHP (24,000 users globally by end of 1998). This role involved preparation of installation procedures for desktop upgrades, training of technical staff in implementation issues, and end user training. Developed software to automate computer hardware and software auditing via email (MS VC++) for project.

**09/95 – 04/97**

**Senior Analyst · Remote Network Access · Melbourne**

Lead a team responsible for the development and implementation of mobile/remote computing strategy for approximately 1200 users globally. This role involved desktop architecture considerations and improvements, testing of communication equipment, client liaison, technical documentation, training support staff and development. Additional project management and consulting duties as required.

**02/94 – 09/95**

**Network Systems Consultant · DSS NWR Project · Coffs Harbour**

Site Analyst for the Australian Department of Social Security (DSS) Network Replacement Project. This involved direct responsibility for the network replacement in DSS Area Pacific Central, site analysis, preparation of installation planning documentation and equipment specification, installation/configuration of file servers, workstations, print servers, email products, and management of subcontracted personnel.

Scope of the project included; 26 offices covering a geographic area of 300,000 sq kms varying in size from 3 workstations to the Area Office of 160 workstations, Novell 4.x LAN/WAN environment. Additional responsibility for the installation of Area Office Tasmania (3 file servers and 180 workstations).

**01/88 – 02/94**

**Computer Science Trainee**

**Highlights include:**

**1993 :** Network Systems Consultant (LANS Group - Melbourne)

**1990 :** Systems Administrator (Desktop Services – Wollongong)

**1989/90 :** Software Engineer (Development Engineering – Wollongong)

**1988/89 :** Software Engineer (Electronic Data Processing – Wollongong)