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| **MARK EDEN**Palo Alto, CA | 650-996-9892mleden@yahoo.com |

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| SUMMARY |
| * Over 25 years of experience in managing software programs/projects and leading teams, guided by the principles of integrity, transparency, and simplicity
* Thorough understanding of software development life cycle and related methodologies, including Agile, Waterfall, Lean, Scrum and DevOps
* Expert analytical skills and ability to bridge business and technical implementation
* Effective communication and presentation skills in technical and non-technical forums
* Hands-on expertise that includes full stack, data modeling, web/mobile development, release management, system administration and business intelligence
* Proven success as a change agent in IT, software development, and business process by staying relevant, well-informed, and emphasizing holistic, collaboration-based solutions
* Deep appreciation for cloud orchestration, telemetry, data design/visualization, low-code IDEs, components-based development, microservices and responsive design
* Professional services delivery including portfolio management, client engagement, partner relationship management, budgets, contracts, SLAs, infosec and compliance
* Competency in managing enterprise-grade, distributed, web/mobile applications either on premises or in the cloud (AWS, GCP, Azure and OCP)
* Wide-ranging industry familiarity including e-commerce, software, computer hardware, pharmaceuticals, fintech/banking, CPQ, scientific hardware and apparel
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| EXPERIENCE |
| Logixware: *Principal*2002 – Present* Develop custom software (web, mobile, eCommerce, desktop) for local SMBs

Temenos (formerly Kony): *Senior Technical Project Manager*October 2018 – March 2020* Planned projects to develop complex mobile and web banking SaaS applications, managing budget, scope, and timeline on multimillion-dollar contracts built on DBX/Quantum platform
* Led project and partner teams, including technical leads, architects, developers, analysts, operations engineers, and testers using hybrid Agile methodology
* Interfaced with platform/product teams on roadmap and release planning to help ensure scalability, security, and compliance across custom solutions

Intershop: *Solutions Delivery Manager, Interim Director of Services*November 2017 – October 2018* Managed local and offshore teams on multi-month e-commerce B2B applications built on the Intershop platform
* Consolidated project portfolio in custom dashboard, establishing uniform KPIs
* Managed relationship with 3 strategic clients, on combined $2 million/year contracts
* Provided as-needed hands-on technical assistance to advance projects

Beezwax Datatools: *Senior Technical Project Manager*May 2017 – November 2017* Provided technical and client management for web and database application projects
* Identified process improvement opportunities across entire business, including IT, Management, Finance, Project Management and Application Development

Oracle: *Technical Project Manager, Web Architect, Chief of Staff*February 2010 – February 2017* Provided departmental project management, architecture, business analysis, UI/UX and data-center management expertise to W5C, WPC and DataStore cross-functional teams within Oracle Worldwide Operations
* Conceptualized and developed WPC Portfolio Management Suite dashboard framework, used by over 1,000 employees worldwide, including WWOPS VP
* Functional lead for department’s BI reports / metrics, including Configurator B2B CRM metrics application used by 10,000 employees and partners
* Managed transition of department’s applications to Oracle Cloud and mobile-optimized framework and integration of Czech Republic team to provide 24/7 support
* Drove department-wide process improvement initiatives, resulting in adoption of Confluence, Hudson, Jira, jQuery, MySQL and WebEx
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| Sun Microsystems: *Infrastructure Tech Lead, Release Manager*February 2002 – January 2010* Provided technical leadership to Sun CPQ infrastructure team, including transition from Trilogy engine to Oracle engine, resulting in corporate savings of $15 million per year
* Led monthly releases of Sun Sales Configurator application and developed automated Unix shell deployment scripts, resulting in on-time/on-budget monthly deployments for the multi-year life of the application
* Managed departmental infrastructure including storage, network, and fleet of 30 Solaris Unix servers, hosting department’s applications, databases and services
* Project managed hardware consolidation from multiple sites to a single lab
* Developed lightweight content management system workflow application
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| Luminate: *UI Development Manager** Managed team that developed luminate.net front-end, a J2EE SaaS system-monitoring solution

Roche Bioscience: *Senior Technical Specialist** Led team that developed worldwide adverse event client-server application

Omnis Software: *Software Consultant, Technical Support Engineer** Performed classroom Omnis training for clients and designed and implemented applications using the platform

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| HANDS-oN SKILLS AND TOOLS |
| Web: Bootstrap, CSS3, DataTables, HTML5, JavaScript, jQuery, PHP, TomcatData: D3, JSON, MongoDB, MySQL, NoSQL, Oracle RDBMS, PL/SQL, SQL, XML, TableauLow Code: Access, FileMaker, Glide, Intel XDK, Omnis, Quantum, VBA, WordPressDevOps: Ant, Auth0, AWS Console, CVS, Git, GitHub, Hudson, Java, Postman, REST, SSHProductivity: Basecamp, Blogger, Blue Ant, Confluence, Excel, FinancialForce, Google Apps, JIRA, MS Office, MS Project, Oracle EBS, Salesforce, Slack, Smartsheet, Teams, TFS, Visio |

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| EDUCATION, CERTIFICATIONS, AND INTERESTS |

* BS, Business (minor in Tech.), Notre Dame de Namur University, Graduated Cum Laude
* AWS Certified Cloud Practitioner
* Certified Scrum Master (CSM) and Sun Six Sigma
* Technology blogger (<http://logixware.blogspot.com/>)
* Local community: Project Management World Co-President, City of Palo Alto Website Committee Member, Harmonie SV (soccer club) Treasurer