

Kevin Wong

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<http://www2.tgd-inc.com/kcw/resume/resume.html>

PROFILE

I have 12 years of experience in the tech industry, covering tech support and software development. I'm a quiet and steady person who values a good working environment with interesting coworkers. I want to learn new skills, blend them with my current skills and experience, and apply them to work that matters.

EXPERIENCE

Programmer II, West Coast Beauty Supply, California 1993-1997

Computer programmer in the Information Services Department mostly working with VMS DCL scripts on a Vax Cluster, FoxPro databases on PCs, and maintaining legacy COBOL programs on PCs. We had a small tech staff that supported a home office of about 100 PCs, about 100 VT terminals, a 2-node DEC Vax Cluster running VMS and 45 stores throughout the Pacific Coast states each running a 3 to 5 PC NetWare LAN. Being part of a small staff, my job duties included doing whatever was necessary that day, from diagnosing hardware problems to writing small custom one-off programs.

Principal Developer, Oracle Corporation, California 1997-2005

My experience at Oracle has been with the Call Centers and Telephony group. Our mission was to provide software to control PBX telesets and route points. This includes a softphone for controlling an agent's teleaset and routing software to route calls from PBX route points. The main value-add is delivering telephony data -- such as ANI, DNIS, and IVR data -- to an Oracle application so they can screen pop on the agent's desktop. Our software was developed in Java -- certified on versions 1.1 to 1.4 -- with the exception of a PBX-specific C++ server for controlling Cisco ICM Call Manager IP phones.

My projects included writing adapters (control software) for the Nortel Meridian M1 PBX with the Envoy (née Intel née Dialogic) CT Connect middleware and for the Rockwell Spectrum PBX with CTC. I helped design the database schema we use for our product as well as the APIs we provide to 3rd party implementers. I've worked alone and in small teams, have led a team of four developers, and have advised junior developers in their projects.

EDUCATION

University of California at Berkeley

Bachelor of Science, Electrical Engineering and Computer Science, 1993

SKILLS

Programming: (High) Java, (Some) C, C++, COBOL, SQL, PL/SQL

Operating Systems: (High) Mac OS X, (Some) Windows 2000/2003, Solaris, VMS

Telephony: (Some) Nortel Meridian M1 PBX, Nortel Symposium Call Center Server, Avaya Definity G3 PBX, Envoy CT Connect, Cisco Intelligent Contact Management (ICM), Cisco Call Manager IP PBX, Rockwell Spectrum