

MICHAEL E. ENSMINGER

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PRODUCT DEVELOPMENT & QUALITY ASSURANCE

Highly accomplished leader with excellent experience directing all aspects of software development, quality assurance and project management organizations. Proven ability to build high performance teams and develop individuals. Expertise in quality assurance and process improvement. Demonstrated capability to lead teams to meet business objectives.

Core Competencies

Software Development • Quality Assurance • Project Management
Software and System Security • Professional Services • Patent Process
CMMI • Agile SDLC (Extreme Programming, Scrum, Feature Driven Development) • RUP
Offshore & Contractor Management

PROFESSIONAL EXPERIENCE

Director of Product Development

Conenza, Inc., Seattle, WA • 2008 to Present

Conenza's enterprise-class corporate social networking solution offers a wide array of benefits. From policy compliance, flexible permissions controls and enterprise systems integration to administrative tools that give you direct control over your site content, and marketing strategies that engage the full range of stakeholders, Conenza provides seasoned, best-practices expertise to make it easy for your company to create a trusted online corporate and alumni community where connections, collaboration and business opportunities thrive.

Director of Operations

SiteScout Corporation, Seattle, WA • 2007 to 2008

SiteScout Corporation provides a suite of applications that analyze web sites for malicious content and provide the results to leading search engines, hosting services, and security companies.

- Key member of initial technical team, responsible for data center operations, software quality assurance and other aspects of software development. Developed software development, quality assurance, project management and operational processes.
- Built out production operations data center. Oversaw scaling from proof of concept service to production levels (> 10M URLs analyzed per day).
- Developed 24 hour monitoring of both hardware and application performing over 1500 distinct checks
- Trademark and other intellectual property due diligence
- Orchestrate potential customer evaluations of service

Director, Product Development

Varolii Corporation, Seattle, WA • 2000 to 2007

Varolii Corporation (formerly PAR3 Communications / EnvoyWorldWide) provides customer communication solutions. These interactive notification solutions meet the needs of the entire enterprise, from collections and customer service to the communication of unplanned events that threaten the continuity of business operations. The scheduling and delivery portions are provided as a hosted solution with client integration able to be done on the customer site or in a hosted environment.

- Key member of initial development team, responsible for quality assurance and technical writing organizations. Participated in tactical and strategic planning, requirements definition, architecture and design. Defined and improved software development, quality assurance and project management processes.

- Built QA and technical writing from ground up to 34 FTE in 2007 spread across 2 development facilities, 1 offshore facility and contractors. Supported development organization that has grown to 80+ in 2007.
- Managed service growth to average 4M+ notifications a day (75% voice)
- Technical due diligence of acquisition targets. Oversaw convergence of QA and development organizations after merger.
- Launched offshore program. Led vendor selection process and initial project. Resulted in expanding development capacity and capability to handle spikes in work load. Added second team to develop test automation.
- Led patent process. Defended patent claims in application process. Co-inventor of patent.
- Active participant in development of security policies, third party and customer security audits. Led corrective actions found in audits.

Director, Platform Technology

eSociety, Inc., Bellevue, WA • 1999 to 2000

eSociety partnered with trade and professional associations to build online web communities and net marketplaces.

- Founding employee. Built and led development, quality assurance, technical writing, build and packaging teams. Defined software development and quality processes.
- Led project management team for client specific implementations (professional services). Shipped 2 of company's 4 client implementations, upgraded 1 and led technical engagement for 4th customer
Directed port and generalization of legacy code base

Manager of Quality

Partes Corporation, Kirkland, WA • 1998 to 1999

Partes Corporation offered investors and financial analysts timely corporate financial information based on SEC filings and processed with web based and desktop software.

- Led all aspects of corporate quality program. Developed software development and quality processes and policies for company. DBAs reported into my organization. Worked closely with operations team to scale services.
- Responsible for quality and data availability for financial filings website which received average 10M requests per month scaling to 4 time average volume on major filing dates
- Coordinated internal and external development of XML based data service whose initial customer resulted in \$1.2M/year revenue
- Increased data completeness to 99.995% of electronic SEC filings (over 1.1M filings)

Quality Assurance Manager

Argo Data Resource Corp., Dallas, TX • 1994 to 1997

A nationally recognized leader in providing technology-based solutions to the retail financial services industry. ARGO customers include major banks, regional banks, community banks, credit aggregators, as well as credit originators and processors.

- Brought in to rebuild quality assurance organization after initial failed attempt to introduce QA
- Reduced customer support calls relative to non-implementation specific issues by an order of magnitude
- Developed line of quality services to be sold to clients including training, test design, test management and test automation

Quality Assurance Engineer / Technical Program Manager

Adobe Systems Inc., Dallas, TX • 1993 to 1994

Originally Aldus Corporation, acquired by Adobe in 1994. The Dallas engineering center supported the Aldus FreeHand, Aldus Persuasion and Aldus PhotoStyler products.

- Aldus FreeHand – Technical program manager for this \$45M/year product

- Aldus FreeHand – Managed technical relationship between Aldus Engineering & Aldus OEM development supplier

Prior Positions include:

- **Transitional Vice President** – Displaytek Corporation (Addison, TX)
- **Library Automation Consultant** – St. Paul the Apostle School (Richardson, TX)
- **Student Programmer** – Lykes Brothers Steamship Co. (New Orleans, LA)

EDUCATION

University of Texas at Dallas – December 1997. M.S. in Computer Science
(Software Engineering Track)
Loyola University, New Orleans – May 1992. B.S. in Mathematics, Minor in Chemistry.
Presidential Scholar (University Honors Program)

PROFESSIONAL SOCIETIES

Senior Member, American Society for Quality (ASQ), Software Section Member,
ASQ Certified Software Quality Engineer (lapsed)
Member, IEEE, Computer Society Member
Senior Member, Association for Computing Machinery (ACM)

PATENT / PRESENTATIONS

Co-inventor of U.S. Patent 7,069,303 and 7,401,147 entitled “Method and System for Regulating the Dispatching of Messages for Requestors”

“Using XML for Test Case Definition, Storage and Presentation”, 2002 Pacific Northwest Software Quality Conference, October 2002

“Walk and Stagger Through Review Process”, Quality Week 2001, May 2001

“Hierarchical Organization of Test Cases”, 16th Annual Pacific Northwest Software Quality Conference joint with 8th International Conference on Software Quality, October 1998

TECHNICAL SKILLS

Platforms: Windows (all current versions), Solaris, Linux, VMWare ESX
Languages & Technologies: Java (J2SE), J2EE, C++, Perl, Telephony, Text to Speech (TTS), VoiceXML, Automated Speech Recognition (ASR), Data Warehousing, ETL, Java Applets, Shell Scripting
Web / Application Servers: IIS, Apache, Tomcat, JBoss, WebLogic
Tools: Ant, Maven, Hudson, JUnit, Canoo WebTest, CVS, Subversion, Bugzilla, Jira, Confluence, FogBugz, Sharepoint, Eclipse, Hibernate, Nagios
