

# Raymond Raffety

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## Summary of Work Experience

I am a software developer / architect with over 23 years of architecture, analysis, design, development, support and management experience with PC, client-server, n-tier and Internet based systems.

## Professional Skills

### Platforms

Windows 7/VISTA/XP/2003/2000/NT/95/3.1. Windows API, Windows Server NT-2008, Oracle, MS SQL Server, Teradata, DB2, MS Access, Foxpro, ADO, RDS, ODBC, IIS, XML, MAPI, Outlook, Exchange, ASP, Crystal Reports, Business Objects, SQL reporting Services, Flash, SilverLight, ActiveX, COM+, MTS, Internet Explorer, Orbix COMet, SOAP, WebServices, WCF, TCP/IP, DNS, POP3, SMTP, FTP/SFTP, Adobe Document Server, PageFlex, DotNetNuke, PayPal, Amazon S3, Google APIs, RSS, Social Network integration

### Languages

C# (8 Years), Visual Basic 1-6 and .Net (17 Years), VB.Net (8 Years), Asp.Net (8 Years), Transact/ANSI SQL (12 Years), ASP (9 Years), VBA (10 Years), PL/SQL, HTML, DHTML, XML, XSLT, JavaScript, VBScript

### Tools

Visual Studio, ERWIN, MS Project, Visio, Fireworks, Flash, Microsoft Expression, Dreamweaver, Macromedia Ultradev, Visual SourceSafe, PVCS Version Manager

### General Technology/Business

Architecture, Analysis, Design, Interpersonal communications, Management, Budgeting, Project Management, Product Development/Management, Vendor Management, Hardware/Software Acquisition, Group Presentations, Technical Training, Negotiations and Sales

## Employment History

### **Owner - eWise Corporation**

#### **November 1997 - Present Atlanta, GA**

Consulting, Project Management, Product Development, Architecture, Application Development, Deployment, Account Management and Sales. These are some of the clients for which my company has provided services and some of the solutions I have helped them deliver.

### McKesson Corporation

Provide support, analysis, design, architecture and development services for a medical financial system that creates paper claims and statements as well as online access for patients to their statement information. The primary focus is the manipulation of PHI data sent from hospitals and ETL processes that load it into SQL Server. A solution that I helped to architect loads incremental data daily from a hospital to recreate their full dataset instead of the hospital sending full loads daily. Two key benefits are the reduced processing on the hospital systems and the ability to extract and blend data in various formats for different timeframes and blend the data with other sources.

Another solution that I architected is a file management system that harvests files from various sources (FTP, SAMBA, SFTP, FTPS and UNC paths), stores them in a repository, has a file identity system, file routers and event logging. This is a unified system that replaces several single task applications for managing the thousands of files this group receives and manages daily. It is designed to scale out with multiple light weight Harvesters and Routers placed across the network and using WCF to communicate between the services.

### US Business Network

eWise Corporation (DBA nSage Technologies) provides the technology infrastructure for this network of Real Estate Agent, Brokers and small business professionals. This consists of a portal site that provides a communications, transaction processing, commission distribution and promotion infrastructure for a national network. Various networks within the larger network provide personal web sites for their members to sign up new recruits on their team and sell additional services.

### SynQ (formerly Imaging Technologies)

Assigned as Product Manager and Lead Architect leading a team of 3-5 developers to build a platform to decrease time to market, decrease maintenance and increase stability of client systems. The core system was architected as a framework providing base web GUI and Backend Services including Security, Navigation, E-Commerce, Processing Managers and Print Adapters. The framework defined and implemented a skinning and plug-in model to quickly add new clients and business logic.

The technologies involved in developing the platform included .Net 1.1/2.0, MS SQL Server, Crystal Reports Server, PageFlex, XPIFs, Windows Services, Adobe Document Server and other PDF toolkits to create documents on demand for printing and fulfillment.

This application reduced the new client technology development time from 9 months to an average of 1 month. It provides a base set of services that can quickly be assembled into a custom application for their clients. It also provides the ability to quickly add new components for any given client. The application currently supports 8 major clients, 900 sub-clients and over 8000 end users.

### Princeton Retirement Services (formerly AMVESCAP Retirement Services)

Original 1 Month Contract extended for 3.5 years on 18 separate projects. Highlights are listed.

In all of the following projects I was responsible for the full life cycle (Analysis, Design, Development, Testing, Documentation, Deployment and Training). I did all of the development work for the GUIs, services and databases. The technologies used include: Visual Basic, Business Objects, Windows API, ASP, IIS, MAPI, SMTP, SQL Server, VBA, Excel, Word, NT Service, SMTP, XML, XSLT and HyperAccess Scripting.

- 1) Compliance Audit Package System – A Process Management System that helps the Compliance group manage the analysis, data correction, reporting, packaging and delivery of period audit reports. These packages contain from 20 to 30 reports depending on the client. The application extracts data from a Unix based system into a SQL Server datamart. The UI manages the steps in the process with drill down analysis tools, PDF report creation, analyst assignments, reviews, Excel management reports and delivery to a processing center, web or e-mail. The application runs as a Windows UI, with NT services that run as processing managers for extractions, calculations, Business Objects report creation and package delivery.
- 2) Universal Document Service – A Web Service that manages the reception, storage and delivery of client documents and their associated indexes to multiple Web applications. The web service uses IIS, ASP, VB COM, XML, XSLT and SQL Server. Two Windows UIs help manage documents and the XSL templates. COM objects that encapsulate the XML communications are used by Windows applications that send documents to the service.
- 3) XP/AD/Office 2003 Migration Team Leader – Lead a group of 5 technicians, plus various temporary resources to migrate 500+ clients from Windows NT /Office 2000 to Windows XP, Active Directory, Office 2003 and SMS. This included testing and user acceptance of 170+ applications, account migrations, installation scripting, PC certifications, training and deployment across 3 sites.
- 4) Bank Transfer – Manages the transmission and reception of Checking Account Issuance, Clearance and ACH records between the client and several financial institutions via dial-up, FTP or HTML. The application runs as a Windows Service with a Windows UI to manage the accounts and connection information stored in a SQL Server.
- 5) Batch Ticket Manager – Coordinates account information between recordkeeping and the Compliance group. The application runs as one standalone Windows UI and a secondary component embedded in a console application with data stored in a SQL Server.
- 6) Conversion Manager – Manages the process of adding new accounts. The application runs as a Windows UI using data in a SQL Server.
- 7) Hierarchy Code – Creates and maintains end user hierarchy security codes. The application runs as a Web UI using IIS and ASP in the middle tier and SQL Server on the backend.

## The Coca-Cola Company

Original 6 Month Contract extended for 3 years on 3 separate projects

- 1) Responsible for designing the architecture and building all three tiers of an Extranet Application. The client tier is built with Visual Basic ActiveX Documents hosted in Internet Explorer. Reports are generated using ASP scripts. The middle tier uses Windows NT, IIS and COM Business Objects. The Database Tier includes Oracle, DB2 and Teradata. This application has a user base of 200 clients, contains 90,000 lines of code, 98 VB modules, 65 ASP scripts and 37 PL/SQL stored procedures.
- 2) Provided business analysis and built the user interface using Visual Basic for a 3-tier reporting tool. Technologies include Orbix COMet to communicate with a CORBA middle tier connecting to a Teradata database tier. This application has a user base of 1000 clients, contains 26,000 lines of client code and 82 VB modules..
- 3) Designed and built a Deferred Query Server that runs as an NT service. A client application submits Oracle and Teradata queries to the server. The server parses the queries, submits them to the appropriate database server, processes the result set, converts it into a standard database and notifies the client of the progress.

## CENTURY 21 Real Estate

Built and maintained custom applications to:

- 1) manage security for their secure America Online site for 80,000 sales associates,
- 2) verify over 10,000 web links on their public Communities site,
- 3) Synchronize agent/brokerage data with their LISTSERV.

## Strategic Consulting

Examples of organizations to which I have provided strategic consulting:

- 1) World Leadership Group is a MLM organization that leans heavily on technology to communicate with and manage its 180,000+ sales organization
- 2) I have worked with various Real Estate organizations (including CENTURY 21 Real Estate, Floyd Wickman Courses, and WebBuilt) to help them build a better Internet Strategy.
- 3) Worked with several private schools and churches as a community service, to help them optimize their Internet communication strategy.

## Web Development

Built and hosted many web sites using IIS, ASP.Net and SQL Server for clients including public "Billboard sites", secure membership sites, eCommerce sites and complete business solutions spanning multiple applications.

**Director of Product Development CENTURY 21 Real Estate Corp.  
October 1995 - October 1997 Parsippany, NJ**

Strategy, management, architecture, development, recruiting, sales, training, outsourcing and budget.

Worked with executive management to design the CENTURY 21 technology strategy. This was an end-to-end strategy involving sales force automation, brokerage management, transaction management, enterprise communications, public access via the Internet, vendor integration, management reporting, customer service systems and Executive Information systems. This was for the entire company of 500+ staff, 5000 brokerages and over 80,000 sales associates.

Managed the development of these strategic systems using an internal software development team (80 people), outsourcing providers and strategic partners. Delivered an intranet to (5000 brokerages and 80,000 associates), a public web site (century21.com), a public site on America Online (CENTURY 21 Communities), a real estate agent product (PowerPak 21 Agent), a real estate brokerage management product (PowerPak 21 Broker), two multimedia sales presentations, an executive information system (500+ users), a training registration system and cleaned up our internal transaction management system (over 10 million transactions a year). All of this was accomplished in little over 18 months.

Managed the sales and evangelism of these products and services. This included creating presentation materials, presenting to medium and large groups (up to 4500) and writing articles for company wide distribution (100,000 people). Managed the implementation of these systems including testing, hardware bundles, rollouts, training and support services.

**Director of information Services CENTURY 21 Divisional Office, June 1989 - September 1995  
New England (June 1989 - December 1992), Southeast (January 1993 - September 1995)**

Strategy, architecture, management, recruiting, sales, training, outsourcing, budget and development.

Built small teams (5-7 people) responsible for technology consulting with 1,100 CENTURY 21 offices with 15,000 agents. We targeted the implementation of proprietary systems (CENTURYNET Front Office, Back Office and Accounting) as well as integrating off the shelf solutions (such as MS Office and QuickBooks). Implementation included roll out, documentation, training, support and business integration.

Supported internal staffs of 50 to 70 people. Acquired, installed and maintained off the shelf hardware and software. Built several custom solutions including an executive information system (using Visual Basic, MS SQL Server, FoxPro and MAPI), workflow tools (VB, Access, MS SQL Server and MS Office), database applications (Access and FoxPro), a broadcast fax solution and a remote field staff synchronization application. Provided training, documentation and support for all of these technologies.

**Prior Experience**

Automation Consultant CENTURY 21 of New England	May 1987 - May 1989	Burlington, MA
Account Representative CENTURY 21 Mortgage	October 1985 - April 1987	Dallas, TX
Sales Associate CENTURY 21 Better Homes	March 1981 - September 1985	Oklahoma City, OK

**References**

Available upon request

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