

RICK GANSLER
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EDUCATION Boston University, Boston, Mass., Bachelor of Arts, Computer Science, May 1985

SUMMARY

Job Roles: CTO, Director of Technology, Project Manager, Product Manager, Architect, Consultant & Professional Services, Software Engineer

Technology: 18+ years: XML/XSLT, C/C++, Perl, HTML, JavaScript, ASP, Wireless, Java, Microsoft SQL Sever 2000 & SQLXML, VBScript, Miva eCommerce, HotDocs

Project Areas: Database, Web Applications, eCommerce, Content Management, API development, XML, Desktop (Windows & MacOS), Drivers, Localization/Globalization

Publications:

- Globalization and Localization, (White Paper) Granitar Inc., June 2000
- Contributed to article on search engines for Thomson CTO's magazine, 2000
- API for Lotus Notes, *MacTech Magazine*, September 1996
- Porting Between Dissimilar Platforms, *Developer's Insight*, March 1991

Training:

- 2003: Foundations of Project Management (Babson College)
- 2003: Essential XSLT (DevelopMentor)
- 2002: SQL Server (Learning Tree)
- 1999: Applications of XML (Thomson University)
- 1997: Introduction to Java (IBM Solution Partnership Center)

EMPLOYMENT EXPERIENCE

3/02 to present **EstateWorks** (www.EstateWorks.com) Maynard, Mass.
CTO

Roles cover application architecture, management of software projects and development team as well as hands on programming and debugging, design of corporate infrastructure, planning of and oversight of production system, participation in sales, trade shows and meetings with clients, budgeting and hiring/firing, and presentations to Board of Directors and potential investors.

Led a team to add robustness and additional features to the company's initial product (www.FamilyFiles.com), which had been initially implemented by a consulting firm.

Architected, lead the development team (and did extensive hands on programming, especially helping other programmers in debugging) as company abandoned FamilyFiles in order to refocus the company on a new B2B product called EstateWorks. EstateWorks is a web based case management application for law firms and banks to use during the process of Estate Settlement. The product includes workflow with a customizable checklist, document management, data management through a series of forms, case reporting and executive dashboards, document assembly and merging (via both Adobe PDF and LexisNexis HotDocs), and integration with other applications, such as a server based package for generating the IRS Form 706.

Hired and trained a team of four programmers, one QA engineer, one Product Manager, as well as outsourced some work to a consulting firm. Instituted an "evolving" software life cycle process. What had been ad-hoc has now become a documented multi-phase approach. The concept behind an evolving process is that each with release (on a two month schedule) there is a more thorough planning phase, and more predictability during the development, QA, and deployment phases, as well as metrics that can be objectively measured.

EstateWorks was launched in March 2003 and hosted at a data center managed by IBM. The application uses Microsoft ASP and SQL Server, and makes extensive use of XML. In addition to the services that IBM provides, third parties monitor the hosted environment: Qualys (to probe daily for vulnerabilities) and Keynote (to monitor uptime and performance). The EstateWorks system has approximately twelve paying client firms as well a number of other firms (e.g Bank of America, NorthernTrust) participating in trials during the long sales process.

Role in the corporate infrastructure has been to maintain internal network, development and QA servers, plus the self-contained server environment that runs on laptops for the sales staff.

- 9/01 to 3/02 **Satoria Interactive** Watertown, Mass.
Director of Technology
Projects included web applications, intranets, and brochure web sites. Clients included **WebMD** (web-based quiz application for medical doctors), and eCommerce project for **Harvard Business School** (www.hbsventures.com).
Externally focused roles: pre-sales, proposal writing, schedule estimation, technical design, project & team management, programming (C++, Perl., XML/XSLT, ASP, JavaScript, Oracle). Internally focused roles: management/troubleshooting/planning of infrastructure systems.
- 2/01 to 9/01 **MS2** Boston, Mass.
Implementation Manager, Eastern Region Professional Services
Worked with clients (**Ascential Software, Enterasys, Ulticom, Sonus Networks, Monster.com**) to formalize their Project Life Cycle as rules within MS2's application to automate management of process, schedules, documents, and reporting. I managed the deployment of the server and application, and provided end user training in a classroom setting. I worked in close coordination with the Sales team to help expand pilot projects into Enterprise deals.
- 4/00 to 1/01 **Granitar, Inc.** Natick, Mass.
Principal Solutions Architect
Analyzed client needs, wrote responses to RFPs, estimated complexity/costs, wrote architecture documents, assisted in writing Statements of Work. Worked for multiple clients at once (**Law.com, The New York Times**). On NYTimes.com project was architect and project manager, interacting daily with client partner, engineers, QA, client. Chair of Architect's Community: facilitated discussion of topics such as technology training, how to review proposals/designs, coordinated weekly technical presentations by vendors and internal staff, including three presentations given by myself. Mentor for two software engineers and one architect, setting and reviewing bonus goals.
- 6/97 to 4/00 **First Call (a Thomson Financial company)** Boston, Mass.
Applications Architect
Investigated and prototyped systems (XML, Palm VII). On team to create XML DTD for exchange of research and analytic data. Presented at meeting with firms such as Morgan Stanley, Lehman Brothers, Salomon Smith Barney. Led effort to redesign and consolidate the three Asian web farms.
Senior Product & Project Manager for International Development
Designed and managed development/deployment of financial web app with support for Japanese language ui and data. Coordinated communication and traveled between Boston and Tokyo to gather requirements. Designed and managed development/documentation/deployment of Sun web farms for Hong Kong/Singapore/London enabling migration of users from Windows program to web product. Management of six engineers with responsibility for design and development of web products. Coordinated project to unify code base of English, Japanese, Spanish, Portuguese versions.
- 1/92 to 6/97 **Boardwalk Software** Boston, Mass.
Self-Employed Consultant
Provided development, project management, business/process analysis, and architecture consulting to firms in a variety of industries. Project and client highlights follow:
4/97 to 6/97 **Scientific American Medicine** New York, NY
I rewrote the authoring application (see Q3 93 below) to create HTML and JavaScript, enabling the use of a web browser rather than the client applications that were developed in 1993.
9/96 to 4/97 **Polaroid - Polaroid Graphics Imaging** Waltham, Mass.
Helped coordinate testing and completion of software during alpha and beta testing. Fixed bugs in the printer driver, spooler, and RIP for high-end pre-press printer. Implemented Java server and client applets for printer diagnostic tool. The server interacts with the printer through native C code.
6/96 to 9/96 **Massachusetts Institute of Technology – IS Group** Cambridge, Mass.
Full life-cycle project (design, code, deploy, knowledge transfer) of a custom FTP client, enabling the MIT IS group to create internet based installers for MIT's 4000 MacOS users.
4/96 to 6/96 **Black Diamond** Portsmouth, NH.
Developed MacOS Control Strip module (PPP dialer) using Metrowerks CodeWarrior.

4/95 to 3/96 **Lotus Development Corporation** Cambridge, Mass.
Ported Lotus Notes C API sample code to MacOS. Updated documentation. Developed C API program to transfer data from Notes server to the Apple Newton. Trained teams in using MacOS development tools to (re)build MacOS infrastructure at Lotus. Worked closely with Apple employees to coordinate Apple's message and development assistance within Lotus, as well as with Apple's efforts to recruit 3rd party developers to implement products using the Notes API for MacOS. Presented at LotusSphere '96, Apple WWDC '96, and wrote article for MacTech Magazine.

3/94 to 5/95 **Gutenberg Systems, (for JVC Information Products)** Andover, Mass.
Upgrades (in C++) to *Archiver & RomMaker* (developed during 12/92 to 3/93 contract).

1/94 to 2/94 **Digital Equipment Corporation** Nashua, NH
MacOS *TeamLinks*: Implemented automated test suites, manual testing scenarios, and reported over 200 bugs. Worked with the same group as my 3/93 to 6/93 contract.

7/93 to 2/94 **Scientific American Medicine** New York, NY
Full life-cycle project (design, code, QA, knowledge transfer) of educational (CME) software. Development in C++ for MacOS/Win/DOS. Authoring application parsed the client's proprietary source files to generate platform independent data files used by all three applications.

3/93 to 6/93 **Digital Equipment Corporation** Nashua, NH
Programming in C++ to provide access to VMS servers, improve, implement features, fix bugs.

1/93 to 3/93 **Gutenberg Systems, (for JVC Information Products)** Andover, Mass.
Developed MacOS CDR systems in C++, given "Award of Merit" in *Byte* (1/94).

1/92 to 12/92 **Lotus Development Corporation** Cambridge, Mass.
Japanese version of *123/Macintosh*: Wrote new code and ported code from other versions of *123*. Wrote document detailing what code was ported and why. Areas of coding included reading and writing of Japanese file formats, conversion to multi-byte character sets.

1/89 to 12/91 **Turning Point Software** (a consulting firm) Boston, Mass.
Project Leader
Project, team, and client management, as well as design and programming in C of MacOS printer/comms drivers to remotely print 35mm slides. Manager and lead programmer of a four engineer team during eight month project. Wrote article "Porting Between Dissimilar Platforms" for *3/91 Developer's Insight*.

8/87 to 12/88 **Layered, Inc.** Charlestown, Mass.
Software Engineer
Implemented MacOS accounting software in Pascal, reviewed in 4/89 *MacUser*.

8/85 to 8/87 **Quinsept, Inc.** Arlington, Mass.
Software Engineer
Designed and implemented MacOS genealogical database. Reviewed in 2/88 *MacWorld*.

LETTERS OF REFERENCE

Available upon request, or can be viewed at <http://www.gansler.com>

Resume last updated: April 2004