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Objective: To manage one or more aspects of software development in a capacity that utilizes my executive management and technical expertise for a dynamic company that fosters and values employee creativity, contribution, enthusiasm, and professional growth .

Career Highlights and Professional Profile

- Nearly twenty years of telecommunications (CLEC and ILEC) experience obtained through practical hands-on application.
- Co-designed, developed, implemented, and supported telecommunications switch polling, record conversion, customer care, rating, billing, line equipment, financial, and other functional support software applications that currently operate at over 40 national and international client sites.
- Solely engineered and implemented changes to rating applications in these software packages to support the AT&T take-back for companies authorized to distribute data for AT&T.
- Prepared and delivered a Y2K preparedness seminar to the New York State Telephone Association.
- Co-founded CommSoft, Inc. As Chief Operating Officer, grew the company from 33 employees with an annual revenue of roughly \$5,000,000 to what it is today: 64 employees with \$10,000,000 annual revenue.
- CommSoft earned the following Albany Chamber of Commerce Awards during my leadership: Leader in Small Business Growth, 2001; Employer of the Year, 2002.

Professional Experience

Explanatory note: There are three companies identified in the professional experience details that follow. Commsoft, Inc., the first company, was acquired by Billing Concepts, Inc. in March of 1999. The company was then renamed Aptis, Inc. in July of 1999. Aptis was sold to Platinum Equity Holdings in August, 2001. In February 2001, James Jackson and former colleague Larry Davis, backed by Saratoga Partners, LLC, re-acquired the company, which was re-named to CommSoft, Inc.

Feb. 2001-
Present

CommSoft, Inc.
8 Southwoods Blvd., Albany, NY 12201-0009

Chief Operating Officer

Duties include:

- Managing the executive management team: Directors of Development, Support, Sales and Marketing, and Human Resources.
- Working with executive management to set company goals and vision.
- Setting, administering, and monitoring the company's annual operating budget.
- Identifying operational deficiencies and issues and formulating streamlined policies and procedures to fill gaps.
- Evaluating recommendations for product direction and selecting the direction that best meets company goals and vision.
- Handling all escalated internal and external issues that could not be resolved by other means.
- Working with client executive management to better understand client goals and direction to ensure that projects reflect an understanding of that direction.

(over, please)

Apr. 1999-
Nov. 2000

Aptis (a subsidiary of Billing Concepts, Inc.)

8 Southwoods Blvd., Albany, NY 12201-0009

Vice President and Senior Architect, Core & Product Development & Emerging Technologies

Directed operations of a team of 70+ personnel tasked with development of core and emerging product lines.

Jun. 1990-
Mar. 1999

Vice President, Commsoft

Oversaw all aspects of company operations: duties similar to those described under 'Chief Operating Officer' position. Held seat on the Board of Directors for the company, co-setting direction and vision for the company.

Jun. 1985-
Jun. 1990

Senior RPG Programmer, Commsoft

Co-developed company's core product set, including Carrier Access Billing, Billing, Financials, Inventory, and other telephony operations support systems.

Fall 1981-
Spr. 1985

Education

State University of New York College at Plattsburgh

Plattsburgh, NY 12901-2697

Bachelor of Science degree, Mathematics and Physics concentration. Graduated with honors.

Programming Skills and Platform Expertise

- Master programmer in RPG II, III, IV/ILE, SQL, DDS, and CL.
- Extensive knowledge of and experience with Delphi and Visual RPG.
- Familiar with Visual Age for Java, BASIC, and Visual BASIC.
- Expert in the configuration, operation, and administration of AS/400 operating systems, both early (System 34, 36, 38) and late (AS/400 100-550) models. Installed one of the first AS/400 machines developed by IBM. Certified IBM Business Partner since 1985.

PC-Based Software and Operating System Skills

Trained and certified in using the following PC-Based software: Microsoft Project, Microsoft Word (versions 6.0 and higher), Microsoft Access '97 and higher, Microsoft PowerPoint '97 and higher, Microsoft Excel '97 and higher, Microsoft Outlook '95 and higher, and other DOS and Windows '95/NT/'98 utilities. Familiar with the DOS operating system, as well as with the Windows '95 and '98 operating systems.