Stephen Chinn

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Lyons Consulting Group (Oct. 2010-present)

Director of Application Hosting & Support

Job Responsibilities:

- Director of Lyons Application Hosting & Support
- General Manager of the Lyons Rockford Operations Support Center

Key Clients: Warner Music, Limited Brands, WWRD Holdings, Zorch International

Lyons Highlights

- **Organized Lyons Support Service**.
  - Setup a US based Operations Support Center, hired a US support staff, and reorganized off-shore resources to provide efficient and effective around the clock support services.
  - Developed ITIL centric processes to maintain compliance with key standards, utilize best-practices, and ensure reliable security.
  - Established a culture committed to customer service, scientific rigor, collective responsibility and constant improvement.
  - Increased the scale and profitability of Lyons Hosting & Support.

- **Built a Lyons Hosting Service**
  - Designed and built a Lyons owned and operated Tier 3+ data center using predominantly Dell and Cisco Infrastructure.
  - Designed and built a Lyons Cloud Service based on VMware software.
  - Developed plans and systems to allow rapid capacity expansion and disaster recovery.
  - Designed distributed, high availability, high volume, Magento centric, ecommerce platforms using a blend of Lyons hosted virtual and physical systems, customer owned business systems and third party platforms, including Amazon Web Services, Akamai, and various SaaS services.
  - Managed the migration of resources from third party services (Rackspace & OpSource) onto the Lyons owned platform.
  - Developed the Lyons hosting requirements estimating and pricing systems.

- **Developed the Lyons Hosting & Support Service Line**
  - Worked with chief executives, legal, and accounting, to establish terms of service, supporting contracts and marketing materials.
  - Developed new services, renegotiated existing relationships, and collaborated with other unit directors to establish a logical and manageable scope of services.

- **Other Notables**
  - Developed expertise with the Magento Ecommerce platform and its key supporting technologies (Linux, Apache, MySQL, PHP, Python), development tools (Eclipse, MySQL Workbench), architectural patterns (EAV, MVC) and other supporting technologies (Varnish, Solr, Redis, New Relic, Web Page Test, Cacti, Nagios, Graylog, Zabbix, OTRS, JIRA, Ansible, Jenkins).

- o Adapted a rigorously scientific solutions approach based on the Microsoft Solution Framework to an agile oriented, retail ecommerce, support environment.
- o Developed expertise in areas of ecommerce performance, capacity management, agile development, change management, and ecommerce security.
- o Wrote whitepapers and delivered presentations on ecommerce site performance, capacity analysis and hosting best practices.

Quantum Design (1998-Oct. 2010)

Software Solutions Department Manager (2003 - 2010)

Job Responsibilities:
- Maintained department profitability.
- Managed department staff.
- Determined department policies & practices.

Sr. Applications Architect & Project Manager (1998 - 2010)

Job Responsibilities:
- Analyzed client solution requirements to determine achievable project goals, appropriate technologies, risk management strategies, schedule and budget.
- Designed scalable enterprise web/windows applications using .Net development tools and related technologies. (VB, C#, JavaScript, TSQL, HTML, XML, CSS)
- Designed and develop reliable, flexible and manageable code using OOP design principles.
- Used UML and Database Modeling Diagrams to model and document applications and databases in Microsoft Visio and Visual Studio 2010
- Designed and developed OLTP and OLAP databases in Microsoft SQL & Oracle.
- Managed development projects using MSF methodology.
- Managed client expectations and ensured client satisfaction.
- Managed project development teams.
- Tracked project progress in Microsoft Project.
- Specified hardware infrastructure requirements.
- Developed secure ecommerce applications.
- Developed account relationships and new business opportunities.
- Managed ongoing development of Quantum proprietary software applications (Quantum SaaS CMS System & Quantum Web Application Monitoring Tools)
- Managed Quantum code libraries.
- Mentored developers.

Key Clients: McKinsey & Company, Siemens, Dean Foods, National Manufacturing, Ingersoll-Rand

Quantum Highlights
- Designed Quantum's core code libraries and a code constructor application that analyzed data structures and automatically built efficient ADO.Net data objects, data editing web controls, editing and display web pages and other standard application components; used to jump start projects based on a well organization database schema.

- Designed Quantum's KeySpace content management system. It allowed Quantum to efficiently offer customers a basic ecommerce enabled web site system. KeySpace tapped into economies of scale by standardizing code that ran common functionalities but also allowed Quantum the unhindered flexibility to efficiently develop customer functionality that reflected their unique business processes.

- Built Quantum's hosting operation. Negotiated contracts with Quantum's data center partner (Mc.net); designed the infrastructure, specified the equipment, and supervised the equipment configuration and installation.

- Architect of the database, the core business logic, and the hardware infrastructure for the McKinsey Quarterly web site. The Quarterly is a high profile web publication with 80,000+ paid subscribers and over 2.5 million registered users.

- Architect of Glendenning's GWEN system. GWEN is a .NET based distributed system built around a service-oriented architecture that manages and automates large scale fertilizer delivery. It utilizes a wide array of technologies that range from a central MSSQL database with a web services API to PLC controlling applications that control scales, conveyer belts and gas pumps in product delivery locations.

SC Computer Services 1989-1998

Programmer & Network Manager

- Designed and developed a wide range of software applications including, web sites, presentation CD's, stand alone applications and data driven client/server applications, using VB, ASP and Macromedia Director/Flash.
- Managed several 50+ node networks supporting multiple servers and client platforms, including NT, Novel, and Mac.

Key Clients: Ingersoll-Rand, Amoco Chemical, BBDS Advertising.

Professional Certifications & Associations

Microsoft Certified Technology Specialist (MCTS)
Microsoft Certified Application Developer (MCAD)
Member of the Association for Computing Machinery (ACM)
Founding member of the Rockford .Net User Group

General Education

BS in Speech Communications with a Minor in Journalism from Southern Illinois University (1983-1987)

References available upon request