

Jim Bates

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BI for Top Secret Clearance

SUMMARY

Innovative User Experience Designer/Web applications developer, with responsive design, CSS and JavaScript skills. Effective communicator, with communication planning, technical documentation and project management skills that assist clients in achieving their goals. Expert back-end developer with experience in ColdFusion, JavaScript and a variety of databases to implement complex business systems. Designer with both print and multimedia development background.

TECHNICAL SKILLS

WEB:	MULTIMEDIA:	PRINT:
HTML5, CSS-3, LessCSS	Adobe Flash	Adobe Photoshop
ColdFusion/J2EE (6-11)	Audacity, Adobe Audition	InDesign
JavaScript: jQuery, AJAX, Backbone.js, Underscore.js, Require.js, Angular.js	Adobe Captivate	Acrobat Pro 9-10, Adobe LiveCycle™ ES
IIS, Apache, Tomcat	Sony Vegas, Adobe Premier, After Effects	
DATABASES:	IDEs:	PROJECT MANAGEMENT:
MS SQL Server, Oracle 10g/11g, PostgreSQL 9.3	Dreamweaver	MS Office
	CF Builder, Eclipse, IntelliJ	Microsoft Visio Pro
MISCELLANEOUS:	SQL Navigator,	Microsoft Project
Subversion, Git, Jira	SQL Server Management Studio	Trello
Balsamiq Mockups	Cherwell Service Management	

Comfortable on Windows 7, 8, 10, Server 2012; Mac OS X; Linux (*with a little review*)

SOFT SKILLS

USER EXPERIENCE DESIGN:	COMMUNICATION:	TRAINING:
User Analysis	Communication Strategy	Curriculum Development
System Analysis and Design	Graphic design, Photography	Documentation
Agile Development (Scrum)	Speech writing, public speaking	Speak, read and write Italian

EXPERIENCE

Cherwell Software Colorado Springs, CO

UX Designer/Application Developer/ Integrations Lead 2013 - Present

- Developed **complete user experience** in Cherwell Service Management rich client for all aspects of the ITIL **Release Management** and **Preventive Maintenance** modules. Refactored out-of-the-box reports for contemporary look-and-feel.
- Created integrations with JIRA, Bomgar, VMware and Microsoft Azure using REST APIs.
- Established and documented **development standards** for Integrations Team for creating integrations between Cherwell and other vendor products, leveraging SOAP and REST APIs.

Intelligent Software Solutions Colorado Springs, CO

Software Engineer III 2011-2013

- Developed user interfaces for reporting systems and intelligence analytics tools using **jQuery**, **Backbone.js** and **Twitter Bootstrap**, as well as **Jasper Reports** for PDF and Excel exports, and **PostgreSQL 9 stored procedures**.
- Developed system for **ingesting PDF forms in English and Dari** for Afghan government project using **ColdFusion 9**, **MS SQL Server** and **Adobe LiveCycle Designer**.
- Created comprehensive system for **cross-domain exchange** of reports between classified and unclassified reporting systems using ColdFusion 9 and SQL Server, providing improved situational awareness for cultural and contracting issues in Afghanistan area of operations. **Admin UI** allows adding/updating parameters on the fly without a code change.

TekSystems Colorado Springs, CO

Senior Application Developer 2007-2010

Developed enterprise personnel systems for Verizon, using ColdFusion 8, Oracle 11g and PDF forms.

- Replaced a cumbersome manual system by creating the **Sales Commission Library**, Verizon's first online system for publishing and electronic signing of sales commission documents (in six languages) in a searchable library with a friendly user interface and extensive admin UI. Used **ColdFusion 8** and **Oracle 11G** for the back-end functionality.
- Produced the **Offer Letter tool** that significantly streamlined production of job offers by automatically merging personnel transaction data with custom letter formats, with an intuitive Web interface that gives HR staff complete control over development of templates and uploading of customized PDF enclosure.

Superlative Solutions, Inc. Colorado Springs, CO

Senior Engineer 2005-2006

Performed analysis, designed and produced enterprise e-commerce, content management systems and Web applications.

- Designed and produced the **eDocLending™ online document management system** for commercial real estate loans that incorporates roles-based security, batch file upload, extensive reporting and electronic submission to the US Small Business Administration. Using MS SQL Server 2000 and object-oriented ColdFusion 8 services, the application made extensive use of **DHTML** and **AJAX** interfaces so brokers received email notifications of completed documents, administrators could identify and reduce bottlenecks, and borrowers could track progress on their loan package 24/7.

Cook Communications Ministries Colorado Springs, CO

Internet Programmer/Analyst 2004-2005

Maintained and extended functionality of two major e-commerce systems for a book and curriculum publisher.

- Completely revised **enterprise e-commerce/content management systems**, resulting in 15% increase in sales.
- Created **intuitive interface and database infrastructure** to allow administrators to automatically create curriculum order forms, saving tens of hours of effort and giving customers a familiar UI metaphor.

Pikes Peak Community College Colorado Springs, CO

Adjunct instructor 2003-Present

Developing and presenting courses based on industry needs in the Pikes Peak region.

- Developed curricula for **Intro to Multimedia**, **Web Design I** and **Web Design II** used by faculty at various campuses. Created courses with strong emphasis on real-world production techniques using Adobe software.
- Developed course on **Responsive Web Design** that was approved for adoption statewide.

Latreia.com Colorado Springs, CO

Independent consultant 2003-2004

- Created online **Environmental Management Information System** for an environmental consulting firm with SQL Server 2000 and ColdFusion MX that allowed their client to generate **real-time statistics on air emissions, waste generation and toxic material inventory** --reduced weeks of manual number-crunching to real-time displays with data-driven graphs; saved the end user tens of thousands of dollars in fines, and helped them reduce hazardous air pollutant emissions.

30dps Colorado Springs, CO

Various positions 1997-2003

- As **Communications Director**, spearheaded comprehensive identity package for 30dps, including all documents, forms and e-mails, to reinforce the 30dps brand identity.
- As **Project Manager**, coordinated efforts of 23-person team of science writers, artists, 3D animators and multimedia programmers; designed interface, wrote scripts and directed video shoots for a three-CD biology curriculum on Taxonomy.
- As **Technical Lead**, developed a comprehensive **ColdFusion MX+SQL Server** Web solution incorporating online donations, product sales, conference registration, online training and an online content management system. Each organization using it has realized savings of hundreds of man-hours and increased Web revenues by as much \$250,000 per year.
- Designed and produced custom **distance learning management systems** for The Space Foundation and Colorado Division of Housing, using dynamic HTML and Flash with Cold Fusion 5 infrastructure. Dozens of teachers, staff members and Colorado state housing inspectors have been trained at their own pace.
- As **Art Director**, produced and oversaw production of interface designs, 3D renderings and animations for *The Commons: An Environmental Dilemma*. This science curriculum CD, which won the **2000 Eddy award for Best Educational Media**, is bundled with three high school biology texts and sold as a standalone curriculum.

Advanced Imaging Colorado Springs, CO

Manager 1995-1997

- Managed all phases of operation of a digital imaging service bureau, from tech support to payroll accounting. Solved technical issues to become first service bureau in Southern Colorado capable of imaging Quark XPress files on 35 mm slides, allowing ad agencies and creative bureaus to present designs to clients without costly full-color mockups.

The Christian & Missionary Alliance Colorado Springs, CO

Manager of Production Services 1994-1995

- Supervised staff developing print and video materials for a major denomination. Designed and re-wrote denominational handbook, used by churches and missionaries worldwide. Developed database application to track projects from design to delivery. Regular status reports significantly improved customer satisfaction.

HQ Air Force Space Command Peterson AFB, CO

Director, Corporate Communication 1993-1994

- Re-designed and published the command's award-winning monthly magazine. Changed philosophy, editorial emphasis, and implemented graphic facelift in light of new mission. Developed a promotional campaign for a new application of satellite technology. Produced print materials, a video news release, and conducted Pentagon press briefings. Program received favorable publicity and Congressional funding.

HQ Air Mobility Command Scott AFB, IL
Various positions 1989-1993

- As **Speechwriter**, wrote numerous speeches and assisted the Commander-In-Chief in preparing and conducting press conferences and Congressional testimony.
- Developed **communications strategy** for world's largest transportation conglomerate, covering internal publications, media relations, public speaking and large public events.
- Integral part of team that got the C-17 accepted into the USAF inventory.

314th Tactical Airlift Wing Little Rock AFB, AR
Director of Public Affairs 1986-1989

- Managed all aspects of public affairs for C-130 wing, including international media tours, environmental issues, two major aircraft crashes, and national news media activities on the base.
- Supervised staff publishing **40-page weekly newspaper**.

487th Tactical Missile Wing Comiso AS, Italy
Director of Public Affairs 1985-1986

- As senior public affairs officer at a NATO cruise missile base, worked closely with **Italian military** and U.S. State Department.
- Gave **public speeches** and **media interviews in Italian**.
- Wrote **training guide** for Burroughs word processing system that was adopted by Burroughs for use at all USAF installations in Europe.

Keesler Tech Training Center Keesler AFB, MS
Manager, Corporate Communications 1983-1985

- Published **40-page weekly newspaper**, receiving awards for journalism and editorial writing.
- Internal campaigns for energy conservation and DUI won \$100,000 USAF award for the base.
- Created USAF's **first newspaper computer network**, pioneered procedures for collaborative editing that streamlined production and radically reduced typographical errors.

44th Strategic Missile Wing Ellsworth AFB, SD
Missile Combat Crew 1977-1982

- As **Flight Commander**, supervised 12 missile launch officers, and oversaw routine operations of support staff and maintenance crews maintaining alert status for a flight of ten nuclear ICBMs.
- As **Alternate Command Post commander**, coordinated activities of 150 personnel supporting 150 nuclear missiles and 15 Launch Control Centers.
- As **Instructor**, prepared self-study recurring training materials for missile combat crews, conducted classroom instruction and presented scenarios in the Missile Procedures Trainer simulator.

EDUCATION/TRAINING/CERTIFICATIONS

2015	ITIL v3 Foundation Certified
2012-13	Various courses on Git, Backbone.js, HTML5/CSS3, Responsive Design through CodeSchool and SkillSoft
2011	Top Secret Clearance
2003	Credential for Career and Technical Education , Colorado State Board of Community Colleges and Occupational Education (<i>renewed 2008, 2013</i>)
1991	MA, Computer and Information Resource Management , Webster University, St Louis, MO Emphasis on analysis, design and management of information systems
1987	USAF Short Course in Communication (<i>distinguished graduate</i>), Oklahoma University, Norman, OK Graduate research in corporate communications, advertising and public relations, and terrorism
1983	Defense Information School , Ft Benjamin Harrison, IN Journalism, photojournalism, television production, speechwriting, public affairs planning
1976	Bachelor of Music, Composition (<i>magna cum laude</i>), University of Portland, OR