

JULIAN CASH

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Objectives

- **Business Operations:** Create and refine essential systems so your business will operate efficiently and thrive. In under one year I implemented 18 new high quality systems. I can manage a team or do the implementations myself.
- **Program/Project Management:** Map out what what will most benefit the business. Using best practices, guide teams to efficiently create quality programs/systems. I recently successfully managed the program to migrate Vindicia from on prem data centers to AWS.

Most relevant jobs

Business Operations Manager

Vindicia (an Amdocs company) July 2021 – Present

Systematically worked to transform the nine operations teams to work as a mature organization. Collaboratively created and implemented the following...

- **Score Card:** Numerically score all the teams on ways of determining team health.
- **RFC process:** Audit compliant and safe process to make changes in production.
- **Incident Management:** Process for Staging or Production incidents.
- **RCA process:** Creation of external customer facing RCA docs and internal Corrective Action Plans after an incident.
- **Jira dashboards:** A wide array of Jira and Confluence based dashboards (in addition to the Grafana staging/prod dashboards).
- **Project Lifecycle:** Full process for planning/reviewing possible future projects, as well as a clear project lifecycle.
- **Backups/Business Continuity Plan:** Spreadsheet of all backups of tools, staging, and prod. Process for reviewing backups and BCP plans.
- **Org Chart:** One shared Org Chart that anybody can view and chosen people can edit.
- **Vacation calendar:** Created an (easy to see everybody) vacation calendar with holidays across various countries.
- **Onboarding/Terminations:** A clear, tracked, efficient process for when people join or leave the company.
- **Meetings:** Established various standard meetings, keeping in mind both the benefit and cost (ROI) of each meeting.
- **Managed By Objective (MBO):** Tied additional salary to various numerically computed group objectives.
- **Jira SLA:** An easy to review SLA for Jira response time across various groups.
- **Offsite:** A process/foundation for leadership offsites, as well as personally running offsites.
- **Team methodology:** Review and/or create Kanban/Scrum Jira boards and each team. Review/establish mythology to be intentional, including meetings (demos, retrospectives, etc), and all typical best practices.

- **Wiki:** Established standards for wiki, intuitive page hierarchies, page findability, and wiki content maintenance.
- **Standardized Team Home Pages:** Standardized team homepages, including team members, projects, team methodology, etc.
- **Risk Assessment:** Quarterly meetings and process to track and resolve company wide risks.

Skills: Business Operations Program Manager, Building Consensus, Tech Writing, Management

Tech: Jira, Confluence, Google workspace, Excel, Power Point, MS Project, Slack, Advanced roadmaps, Teams, Office 365

Program Manager / Audit Manager

Vindicia (an Amdocs company) June 2018 – June 2021

- **Migrated company from datacenter to AWS:** Program managed the migration of the company's offerings from physical data centers to AWS. Initially guided the teams to re-architect aspects of a 15 year old system to operate in AWS. Secondly, creating the plans and guiding the teams to safely cutover to AWS. This was a monumental and very successful effort that involved a large percentage of the company. The company can now scale up or down as needed with ease.
- **Built and ran PCI/SOC audit system:** Ran two years of successful PCI (Level 1) and SOC (Type I, and II) audits. Set up a system for running audits, including clear step by step directions and diagrams for every aspect. Architected and implemented several systems with Atlassian products so the system would work like clockwork. Given that the company processes millions upon millions of credit card transactions, successfully passing the audits is required for the company to continue to operate. Each audit involves engaging leadership throughout the company.

Skills: Audit, Program Management, Project Management, PCI, SOC, Contract review, Financials, AWS, Migration, Documentation

Tech: Jira, Confluence, Google workspace, Excel, Power Point, MS Project, Slack, Advanced roadmaps, Teams, Office 365

Technical Skills

Primary skills: Business Operations, program/project manager, programmer, web developer, management of remote teams, system admin, database design, QA, tech support

Other Skills: Getting consensus, technical writing, best practices promoter, user interface design, business strategy, recruiting and hiring, financial plans, market research, raising funding, graphic design, web design, scalable architecture, instructor, public speaker

Software: Jira, Confluence, Google workspace, MS Office, MS Project, Excel, Power Point, Word, Visio, Zoom, Slack, Teams, Lightroom, Photoshop, Dreamweaver, InDesign, Premier, Apache, IIS, WordPress

Languages: Perl, PHP, C, HTML, SQL, Shell, Web/CGI

Basic Knowledge:	Java, ActionScript 3, Python, C++, jQuery, JavaScript, CSS, XML, REST, JSON, Solr and Lucene search
Database:	MySQL, MySQL Workbench, PostgreSQL, Sybase, Oracle, SQL, Informix
Operating Systems:	Windows, Linux, Debian, Unix, FreeBSD, AWS, OpenStack, VMware, VMS, IRIX

Education

Rochester Institute of Technology, Rochester, New York

Major: Computer Science, Minor: Photography

Received Associates degree. Completed all computer science and math classes needed for bachelors.

Jobs

Business Operations / Project Manager

Hewlett-Packard Enterprise August 2013 – March 2016

Put new systems in place and refined existing systems. Improved onboarding/offboarding, RCA, team methodology, Jira dashboards, On-call system, wiki improvements, audit system improvements, team methodology, etc.

Project Managing three fantastic and productive agile teams (scrum and Kanban). Created and drove roadmaps with milestones. Help manage relationship with a key and external partner/company. Ran essential cross team projects. Headed up a project where over a dozen teams integrated testing into their code bases. Worked on reporting operations issues, compliance issues, and managing audits. Heavily used Atlassian tools (Jira, Jira dashboards, Rapid boards, Green Hopper, Confluence wiki, and HipChat). My main aim being to keep everybody as happy and productive as possible.

Skills: Business Operations, Project Management

Tech: Jira, OpenStack, Confluence, Google docs, Excel, Power Point, MS Project, HipChat

Computer Programmer

Kontera May 2013 – August 2013

Webpage creation, ActionScript, JavaScript, ad creation, and debugging. An emphasis on reporting using advanced Excel features. Tasks from one day to the next varied significantly, time always being of the essence. Worked with an efficient wonderful team of highly skilled experts.

Skills: Action Script, JavaScript, HTML

Tech: Adobe Flash, DreamWeaver, Excel

Project Manager/Programmer/Designer Contract

HireThisGeek.com April 2010 – April 2013

A wide variety of website and programming contract jobs. At Palm (HP) did Project Management for several projects and improved how group used its wiki. Project managed and coded a PHP, MySQL, jQuery based goal achievement website which included a mobile

site. Made a wide variety of quality websites for businesses and people. Programmed an LDAP module for TWiki.net. Programmed a credit card application project. Debugging various website issues. Software research and analyses. Ran an extremely successful social networking Kickstarter fundraising and PR campaign using Facebook, Twitter, and e-mail lists. Raised 150% of goal, totaling \$36k.

Skills: Project Management, Business planning, Programming, PHP, Database Design, Specs, Social Media, Website design, QA, Market Research, System Administration

Tech: PHP, MySQL, MySQL Workbench, jQuery, Debian, Rackspace, Perl, DreamWeaver, CSS, WordPress, Adobe Lightroom. Photoshop, Excel

Founder, Permanent

The Human Creativity Project September 2005 – March 2010

Created a startup with improved concepts for personalized search and discovery for creative content on the web. Launched an image bookmarking website. Made the designs for a marketplace for creative content. Wrote and polished a wide array of high and low level specs and presentation materials. Raised a round of funding. Recruited and managed an extraordinarily skilled team. Project managed the development effort. Did extensive work in financial planning and market research.

Skills: Management, Project management, programming, QA, specs, market research, recruiting, financial planning, database design, system architecture, design, tech writing, system admin.

Tech: Perl, MySQL, JavaScript, jQuery, AJAX, CSS, Lucene, Solr, MySQL Workbench, Apache, FogBugz, AWS EC2+S3, Debian, Apache, catalyst, Template Toolkit, TWiki, DBIx, memcached, varnish, Nagios, couchDB, Slicehost, collaborative filtering, REST, LAMP, SVN, SQL, Flash.

Project Manager/Developer/Designer/Support, Contract

TWiki.net August 2007 – August 2008

Project managed Perl programmers and testers in India. Wrote specifications for new features including UI design. Did QA work on new revs of the project. Provided support to TWIKI customers, including onsite installations and debugging.

Skills: Project management, QA, programming, tech support, UI design, outsourced, tech writing, system admin.

Tech: Perl, JavaScript, AJAX, jQuery, CSS, Apache, Basecamp, TWiki, Linux, SQL, LDAP.

Project Manager/Senior Programmer/Business Analyst/Team Lead, Permanent

Silicon Graphics Inc., Information Technology December 1997 – August 2005

Project managed teams of engineers and other coworkers in designing and implementing computer programs and processes. Wrote and supported a wide variety of applications (primarily web applications in Perl and C++). Made a variety of changes in the team, including initiating short weekly team meetings, created a repository of data on all the tools we supported, implementing coding standards, peer code review, restructuring the source tree, and other notable improvements. Taught classes on Perl and licensing.

Skills: Project management, programming, design, instructor, QA, specs, standards, tech writing, system admin, database design, IT, web master.

Tech: Perl, C, C++, JavaScript, Java, Flash, PHP, Apache, CSS, MySQL, AJAX,

Sybase, Oracle, SSL, source control, Unix, IRIX, IIS, Business Objects.

Technical Lead/Senior Programmer, Contractor and Permanent

Silicon Graphics Inc., Software Licensing August 1994 - November 1997

Helped plan and implement dramatic changes in the way Silicon Graphics utilizes software licensing; Organized and ran meetings about licensing products with dozens of different product managers; Project managed, designed, and wrote an award winning web and email based program to automate the distribution of software licenses, the first ever created on earth; Resolved a wide variety of business and technical issues on a daily basis; Wrote technical documentation to be shipped with all licensed products; Designed and wrote various dynamic web programs; Taught classes; Created graphical images for use on the web, in published documentation, and in presentations; Was interim manager of the team for several months.

Skills: Project management, programming, design, instructor, QA, specs, standards, tech writing, system admin, database design, graphic design, web master.

Tech: Perl, C, C++, JavaScript, Java, PHP, Apache, MySQL, AJAX, Sybase, Oracle, SSL, source control, Unix, IRIX, licensing.

System Administrator/Programmer, Contractor

Industrial Light and Magic February 1993 - August 1993

System Administrator for 100 Silicon Graphics and Sun machines; Designed, wrote, and implemented a powerful backup system; Designed, wrote, and implemented a system for automated daily computer status checking (like Nagios, but before Nagios existed); Created, restructured, refined, and documented internal procedures and tools. Supported the artists creating the computer graphics for Jurassic Park, Schindler's List, and other films that involved intensive computation.

Skills: System admin, programmer, design, tech writing, inhouse support, networking.

Tech: Shell script, Perl, C, IRIX, Unix, Sun, Solaris, sendmail.

Technical Support Engineer, Contractor

Silicon Graphics Inc. January 1994 - July 1994, February 1992 - January 1993

Provided technical support for Silicon Graphics computers, peripherals, and software for system administrators and end users; Solved problems and answered questions dealing with Unix, hardware, communications, programming languages, graphics, and installations; Acted as group leader for up to 15 teammates; Taught classes on network licensing; Wrote technical docs for publication; Wrote docs to define internal procedures; Wrote the doc that all new support people were trained with; Trained personnel; In a company survey was rated as having provided the highest quality of support by my customers.

Skills: Tech support, technical writing, instructor, tech writing, system admin.

Tech: Unix, IRIX, licensing, installation, networking.

Earlier jobs available upon request

Achievements

- **Created worlds fist auto-web licensing distribution:** In the 90's Created the world's first web based automated licensing distribution site (Key-O-Matic) while working for Silicon Graphics.

- **Worked on the Jurassic Park movie:** Worked as a System Administrator and Programmer at ILM while we worked on Jurassic Park, Schindler's List, and other movies were being made.
- **Got to top 48 in Americas Got Talent:** Created a group to perform on Americas Got Talent, season 7 (2012). "I've never seen anything like this. I loved it!" - Howard Stern; "This is what we look for" - Howie Mandel; "Spectacular" - Sharron Osborn; "Amazing" -Nick Cannon; For more see [Aurora Light Portraits](#).
- **Tech convention portraits:** Took studio portraits of contributors at annual technology conventions including OSCON, MySQL, ApacheCon, PyCon, foocamp, YAPC, Big Data, etc. My most frequent clients were Microsoft and O'Reilly publishing.
- **My friends created the tech we all use:** After 20 years of taking portraits at tech conventions (often of speakers at the conventions), many of my friends are the people who created the technologies we use.
- **Burning Man portrait book:** Published a photography portrait book, The People of Burning Man, which has over [45 five star reviews on Amazon](#). For several years running, organized a camp of 20 volunteers at the arts festival known as Burning Man.
- **Skippy Award:** Won SGI STAR Award for Quality and SGI Skippy award for auto-licensing tool.
- **Radio DJ:** DJ at WITR (RIT Radio station) in Rochester, New York and at KZSU (Stanford radio station) in Palo Alto, California.