

Kevin Brown

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Software Engineer

Full Stack Software Engineer with extensive experience in requirements gathering, design, implementation, and deployment of complex highly available software systems. Proven ability to collaborate with internal and external cross-functional teams to drive quality software releases aligned with a wide range of customer requirements. Critical thinker and highly competent in balancing business needs with technical requirements.

Core Technical Competencies

Coding Proficiencies	Javascript Java C
Version Control	GIT CVS SVN Clearcase Ant Make
Platforms	Unix Linux Nuance Speech Recognition Avaya InContact Cloud Solution
Web/Voice Development	HTML CSS VXML AJAX jQuery Express JSON Node.js NPM React
Databases	MySQL MongoDB

Professional Experience

RELX Group – Miamisburg, OH

06|2015 – 08|2019

Consulting Software Engineer – RETS RELX Technology Services

Responsible for UI/UX design, RESTful web-services design, interfacing Java and Javascript applications with REST endpoints, creating and maintaining MySQL tables and queries, functioning within an Agile environment.

- Held principal engineering lead role in an Avaya to inContact migration project. Maintained oversight of requirements gathering, design, and development efforts while serving as primary liaison between internal teams and external service providers. Successfully led a project team in migrating existing call centers and voice platforms to the cloud-based inContact platform - an effort which dramatically increased reliability/maintainability while decreasing customer costs.
- Achieved PCI compliance of company self-serve billing voice systems by creating new versions of the voice user interfaces and associated RESTful web-services using inContact “snippets” and integrating them to the backend REST endpoints using javascript and JSON based web services APIs.
- Drastically increased company voice system stability, availability, and security compliance by implementing the existing Avaya ACD/IVR call flow logic on the inContact cloud solution using Javascript and Java OO technologies coupled with the inContact Studio application.
- Published multiple process documents and conducted knowledge transfer sessions for the operations team in optimal use of the inContact Central tool thus maximizing efficiency of data migration maintenance activities.
- Led project effort to increase efficiency of customer bulk data uploads by creating self service browser-based interfaces. Development efforts involving HTML, CSS, and Javascript subsequently enabled customers to upload the business data for their respective applications without need of assistance from the engineering team.
- Enhanced the existing company product set using Java, node.js and Javascript technologies to implement new SMS and email capabilities which opened up new options for leveraging third party service offerings to drastically lower company overhead costs.

Verizon – Colorado Springs, CO

11|1997 – 04|2015

Senior Engineer, Development Team Lead-Internet Engineering - (10|2005 – 04|2015)

Delivered speech automation solutions to Fortune 500 firms including hiring developers, mentoring team members, providing management reports and creating and implementing team development procedures.

- Orchestrated and led regular internal design meetings with multiple Verizon software development teams. Ensured detailed project execution via clear and concise communication of integration requirements to all project execution teams.
- Led weekly design review meetings with the customer regional teams to ensure customer satisfaction aligned with customer agreements, contractual scope, and technical specifications.
- Delivered a custom solution for a Fortune 100 Health care organization which involved carefully defining requirements and design for a speech decision management application. Development efforts included rigorously analyzing the customer's legacy design documents, validating the Statement of Work (SOW) requirements and creating a robust call flow architecture.
- Maintained close collaboration with the customer's regional IT teams in order to learn and evaluate existing back-end system interfaces to incorporate into project designs and spec changes.
- Conducted regular internal design meetings with the Verizon development team to communicate integration requirements to the proper execution teams.
- Designed and developed novel speech applications using Java, JSPs, VXML, GRXML, and Javascript for server-side applications that supported database access for a variety of Fortune 500 firms.
- Developed complex custom GRXML grammars for these applications from customer's raw data. Oversaw efforts to develop, document and deliver effective deployment and trouble-shooting that ensured highly reliable service operation and customer satisfaction.

Software Engineer - Voice Portal Platform Creation (11|1997 – 10|2005)

Designed and developed Java software to implement MCI's first VoiceXML IVR platform resulting in MCI's entry into the \$100M VoiceXML market using multiple target user interface formats, such as VoiceXML, WML, and HTML.

- Created proof-of-concept (POC) applications and participated in pre-sales meetings to launch the product as a feature-rich, cost-effective alternative to traditional IVR.
- Developed Java OO software to interface with a 3rd party text-to-speech (TTS) engine and automate the translation of text to audio that significantly reduced the frequency of interaction with the TTS engine and licensing costs by more than 50%.
- Developed Java software that generated large voice grammar GRXML files from dynamic customer data, resulting in significant savings in operating costs.

Education

Bachelor of Science, Computer Science - California State University of Fullerton – Fullerton, CA

Full Stack Web Development Bootcamp, University of Denver –Denver, CO

09|2019 – 03|2020

Rigorous web development course covering full stack web development (MERN Stack) including HTML5, CSS3, JavaScript, API development, jQuery, Node.js, Express.js, React.js, Database Theory, MongoDB, MySQL, and Git. Created multiple web applications using the React framework with a Model View Controller (MVC) pattern. Models included both MySQL and MongoDB.

US Patents

Patents: 7,953,598 and 8,145,485- Grammar Weighting Voice Recognition Information

US Army Veteran