

# MARK RICHTER

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## SUMMARY

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- Distinctive mix of leadership and technical hands-on talent.
- Deep and current hands-on skills with Team Foundation Server and SharePoint. I wrote the health check monitor application that runs every fifteen seconds on all of IGN's Windows servers.
- Highly experienced software engineering leader skilled in e-commerce/SaaS, web, content distribution, RIA, Microsoft ecosystem (C#/.NET/WCF, TFS, etc.), management techniques (life-cycle, agile), budgeting, strategic planning, recruiting.
- Rich current record of success building a new digital distribution retail platform into one of the market leaders in video game distribution.
- History of recruiting and motivating loyal, high-achieving teams to on-time, within budget success with lean head count.

## TECHNICAL EXPERIENCE

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### SharePoint/MOSS

2005-present

- Lyric Software (my company)
  - Developing a subscription-based SaaS system for SharePoint 2010 on the Amazon AWS cloud.
    - Windows Server 2008, SQL Server 2008, IIS 7
- IGN Entertainment
  - Acquired and installed Windows SharePoint Service 2.0 and SharePoint Portal Server 2003.
    - Heavily used by IGN software engineering, product management and sales departments.
    - 100+ users, about 50 sites
    - Windows 2003 Server, SQL Server 2005, IIS 6
  - Acquired and installed Windows SharePoint Services 3.0 and MOSS 2007
    - Heavily used by IGN software engineering and product management departments.
    - 100+ users, about 30 sites
    - Migrated from hardware to virtual environment.
    - Windows 2003 Server, SQL Server 2005/2008, IIS 6

## Team Foundation Server

2006-present

- Lyric Software (my company)
  - Developing a subscription-based SaaS system for Team Foundation Server 2010 on the Amazon AWS cloud.
  - Windows Server 2008, SQL Server 2008, IIS 7
  - Home-grown windows service to manage dynamic IP addresses with Windows Server DNS to support Windows Domain Controllers in an environment with dynamic IPs like Amazon's.
- IGN Entertainment
  - Acquired, installed and maintained Team Foundation Server for 50 developers.
  - Designed/invented custom work-flows and work item templates for Sarbanes-Oxley and PCI compliance.
  - Created many specialized reports using SQL Server Reporting Service and Visual Studio for TFS data.
  - TFS 2005 upgraded to TFS 2008 in 2008.
  - Migrated TFS 2005 to new hardware.
  - Migrated TFS 2008 to new hardware.
  - Windows 2003 Server, SQL Server 2005, IIS 6, SharePoint 2.0/3.0/MOSS 2007.

## C#/.NET with Visual Studio 2005/2008/2010

2001-present

- IGN Entertainment
  - Wrote, deployed and maintained a ticket logging and alerting system for internal IGN employees to use to report issues to the IT operations and software engineering teams.
    - Windows 2003 Server, IIS 6
    - Logged tickets to TFS as work items and JIRA
    - Email notification to submitter and responsible software engineering
    - Pager alerting for emergencies
    - Approximately one month of development
    - Windows 2003 Server, SharePoint 2.0/3.0, MOSS 2007, IIS 6
  - Wrote, deployed and maintained “health check” application for critical databases. This app runs a small web app on all IGN Windows Servers, checks ability to communicate with critical databases and returns an HTML error if connectivity problems are seen. The app is invoked by the load balancer systems to rapidly remove application server from a farm and notify the operations staff of the problem. This app has been running flawlessly at IGN for four years.
- Lyric Software LLC (my company)
  - Personally developed and sold over 50 copies of SchoolWays, a C# desktop application integrating class scheduling and CRM with Intuit QuickBooks. Product was targeted at preschools and small private schools.
  - Any Windows desktop, C#, .NET Framework, QuickBooks SDK, XML, ADO.NET

**Microsoft Project Server 2003/2007**, IGN Entertainment 2006-2010

- Acquired, installed and managed.
- Windows 2003 Server, SharePoint 2.0/3.0, MOSS 2007, IIS 6

**C++ with Visual Studio 6**, Rational Software 1996-2001

- Invented, designed, created and coded Rational Quality Architect, the first code generator for Unified Modeling Language (UML) sequence diagrams. The product parsed sequence diagrams in Rational Rose using a COM interface and walked backwards through the model discovering method signatures and data types to generate executable VB and Java programs to “drive” a sequence diagram in the context of a transaction. Product was extremely useful for generating test stubs and drivers.
- C++ 6.0, COM/DCOM, Rational Rose, VB, Java

## PROFESSIONAL EXPERIENCE

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**Lyric Software LLC, Principal** 4/2001 - current

- SharePoint and Team Foundation Server (TFS) consulting: installation, trouble-shooting and repair, ongoing operations. Currently developing hosted services on the Amazon cloud.
- Created and sold the first commercially available classroom and student scheduling desktop application seamlessly integrated with Intuit QuickBooks. Personally conceived, developed and marketed the product. Sold over 50 copies of this product to private schools in the United States.

**IGN Entertainment, Sr. Director Engineering** 2/2005 - 2/2010

- Led all engineering and UI design for important IGN products and frameworks including developers, designers and QA. Hired 15 people; grew organization from 11 to 25 people. ~\$3 million budget.
  - E-commerce: Direct2Drive.com (\$x million gross revenue).
  - Subscription: FilePlanet.com (over 80,000 files, 110k subscriptions, 20 million pvs/mo) .
  - CDN: 20 Gbps peak, http with patented queuing.
  - RIA: Comrade , Download Manager
    - Back-office: SSO, billing system powers all IGN products.
  - Drove and accomplished the design and implementation for Sarbanes-Oxley and PCI compliance.

- Improved the accuracy of software development of both web and desktop applications by introducing agile methods. Adopted across IGN.
- Technologies used: ASP.NET 3.5.1, IIS 6.0, MS SQL Server 2005/2008, MS Windows Presentation Foundation (WPF), Securom (DRM), Sabrix (tax calculation), Memcached (distributed cache), MS Team Foundation Server (TFS) (work item tracking and source control), SharePoint (document management).

**Rational Software, Director Development**

1996 - 2001

- Managed a staff of seven, conceived, architected and released first commercially available product to create software component test drivers from UML sequence diagrams. Rational acquired SQA in March 1996. Personally hired three people in this role.
- Prior to acquisition by Rational I led SQA's development of web and client/server load testing products.
- Technologies used: C++, Rational Rose, COM/DCOM

**BBN Domain, VP Development**

1994 - 1995

- Led staff of 110 covering software engineering, quality assurance and product technical/user documentation. Software products served the manufacturing and pharmaceutical markets. \$11 million annual budget.

**Oracle Corporation, Sr. Director Development**

1991 - 1994

- Created and delivered Oracle Workgroup Server, the first shrink-wrapped version of the Oracle RDBMS sold in retail channels.

**Transarc Corporation, Director Development**

1989 - 1991

- Led 30 software developers, technical writers and testing for the Encina OLTP engine; two phase commit over a distributed architecture for UNIX and CICS.

**Ashton-Tate, Project Manager**

1987 - 1989

- Led team of five software developers that created the first real client-server application development solution using a relation database system on PCs, combining dBASE IV and Microsoft SQL Server.

## EDUCATION

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<b>MS</b>	San Diego State University, MBA (incomplete)	2003-2004
<b>BS</b>	Purdue University, Industrial Management Minored in Computer Science	May 1977

## PROFESSIONAL AFFILIATIONS

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<b>Association of Computing Machinery (ACM)</b> Brief description	1988-present
<b>Institute of Electrical Engineering (IEEE)</b> Computer Society	1988-present

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## COMPUTER SKILLS

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**Programming:** Visual Studio, C#, C++

**Applications:** SharePoint, MOSS 2007, Team Foundation Server, Microsoft Project Server, SQL Server Reporting Services, SQL Server Analysis Services, SQL Server 2000/2005/2008

**Platforms:** Windows desktop/server all flavors, ASP.NET, .NET Framework 2.0/3.0/3.5/4.0. MVC, QuickBooks SDK, Akamai, Level3, Memcached, Lucene/SOLR

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