

Rhys Boswarva

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Profile

- Result oriented, self motivated and dependable Sales Engineer with over 15 years of progressive experience in programming and web application development, coupled with over five years experience working with sales and marketing departments.
- Backed by skills in general technical support for both PC hardware and networking.
- Capable of working in a team environment or independently with little supervision.
- Experienced leading a team of developers in an IT environment, as well as other non-IT leadership experience of 10 to 15 individuals; introducing and developing new skills, organizing and guiding them towards established goals.
- Excellent communication, organization, client service, diplomacy, marketing, sales, problem solving and team leadership skills.
- Proven ability to meet and exceed established objectives by building strong relationships with customers and bringing new ideas to the table.
- Experienced training co-workers and clients on the use of a proprietary in-house development platform.

Language: English

Security Clearance: Enhanced Reliability

File #95245652

Expiry date Sept. 5, 2012

Work Experience

Zmags Inc. (www.zmags.com)

Ottawa, Ontario

February 2008-Present

Sales Engineer

- Use technical knowledge and experience gained over the past 15 years, to communicate with clients on a more technical level than the sales representatives, while keeping things in non-technical terms.
- Responsible for having in-depth knowledge of Zmags software (rich media marketing software, that enables retailers, marketers and brand owners to inspire and engage customers, both online and on mobile devices).
- Travel to various locales to participate in trade shows to demonstrate Zmags software to potential clients and provide technical answers.
- Provide innovative solutions to solve potential client's business needs.
- Participate, with the sales teams, in high level meetings and conference calls, with our larger, high-value fortune 100 clients and prospects.
- Answer general technical questions from the sales team, to enable them to better use various information tools.
- Train and lead the Sales team in all technically related fields.
- Exercise time management skills and prioritize workload coming from multiple supervisors in order to meet deadlines.

Alcatel-Lucent (www.alcatel-lucent.com)

Ottawa, Ontario

February 2003 – February 2008

Senior Programmer Analyst

Technical skills used: PERL, Java, VB, ASP, JHTML, HTML, CSS, Javascript, ATG
Dynamo, SQL, CVS, Toad, Tridion CMS, Websphere Portal, Eclipse IDE, RAD 6.0

- Employing all aspects of the development life cycle for Websphere Portal based applications; gathering, analyzing and documenting user business requirements, writing technical specifications, developing, testing, and implementation.
- Maintenance and development of Alcatel-Lucent's Internet, extranet and intranet sites. Duties included ATG Dynamo and PERL back-end updates, along with HTML, CSS, Javascript front end updates and additions.
- Development, maintenance, and configuration of Alcatel's Tridion Content Management System, utilizing ASP/VBScript/COM and proprietary technologies.
- Programmed data-driven applications for Alcatel's intranet
- Projects included: Business Partner Sales Portal, Alcatel-Lucent merger, Content Management System implementation
- Advising and working with sales and marketing departments.

Indie Pool Inc (www.indiepool.com)

Toronto, Ontario

June 1996 - August 2008

Database Programmer, Website Programmer

Technical skills used: Access, VBA, ASP, PERL, SQL, HTML, CSS, Javascript

- Developed and maintained custom robust Access and SQL databases to manage inventory tracking, client accounts, ordering, administration, and various other aspects of the company's business.
- Re-designed and maintained the company's website to make it more dynamic and easier to manage, adding an e-commerce component and a database driven backend, thereby assisting the company to become Canada's largest provider of independent music services.
- Ongoing consulting and technical support for Indie Pool in the use of current software development tools, techniques and standards.
- Trained operations and sales personnel on use of Indie Pool database and various functional procedures
- Provided daily technical support
- Often worked off-hours to complete tasks to meet established timelines.
- Projects included: Internal Database Development, Manufacturing Tracking System, E-Commerce Website, more

ExcelHR (www.excelhr.com)

Ottawa, Ontario

November 2001 – August 2002

Technical Operations

Skills used: Access, VBA, ASP, PERL, MS-SQL, HTML, CSS, Javascript, Windows Server, TCP/IP, Active Directory

- Database Administration and Programming: Provided maintenance and support for the company database (MSAccess). Programmed and developed ASP/Browser based reports
- Developed new SQL driven database.
- Provided network administration and technical support for 40 workstations and multiple server networks using Microsoft Windows 2000 Active Directory with three VPN connected offices.

non~linear creations inc (www.nonlinear.ca)

Ottawa, Ontario

August 1997 - November 2001

Senior Internet Programmer

Skills used: Access, VBA, ASP, PERL, MS-SQL, HTML, CSS, Javascript, Windows Server, Linux, Cold Fusion, TCP/IP, IIS,

- Headed the wireless development department, providing leadership to a team of 3-5 junior developers, monitoring work progress, providing technical assistance and guidance, and assigning development tasks.
- Programmed and developed cutting edge database driven Internet and intranet sites.
- Developed, designed and built applications for wireless devices
- Administered company network consisting of 40 workstations and 6 multi-function servers
- Provided technical support for a variety of desktop and hardware issues

Mutual Group

Ottawa, Ontario

November 1993 - June 1996

Claims Assessor

Tippet-Richardson Records Management

Ottawa, Ontario

August 1988 - November 1993

Records Custodian

Education

Direct Marketing Association (DMA) Conference 2008, Las Vegas

Direct Marketing workshops (3 days)

- *leveraging and balancing resources to drive brand and information via digital publishing.*

Ad-tech Conference 2008, New York

Technically related advertising (2 days)

- *leveraging digital publishing to reach the online consumer*

Alcatel University, 2007

Websphere Portal Server (10 days)

- *customization and basic administration concepts, with the main focus on development of WebSphere Portlet Applications using the Portal APIs and the Portal Toolkit*

Workplace Harassment Workshop (1 day)

- *required for all employees to learn what represents harassment in the workplace, as per Alcatel's harassment policy.*

ExitCertified, Ottawa, Ontario, 2005

Java Programming Fundamentals (5 days)

- *This course taught the significance of object-oriented programming, the keywords and constructs of the Java programming language, and the steps required to create simple Java technology programs. The course featured the Java Platform, Standard Edition 6 (Java SE 6) platform, and uses the Java SE Development Kit 6 (JDK 6) product.*

non~linear creations, 2001 ("in house" training)

Java Programming Basics (5 days)

Wireless 2000, San Jose

Conference and Tradeshow(5 days)

- *Wireless developer conference focusing on data applications for wireless devices*

Learnquest College, Ottawa, Ontario, 1998

Supporting Microsoft Windows Core Technologies (10 days)

- *learned the skills necessary to install, configure, customize, optimize, network, integrate, and troubleshoot Windows NT 4.0*

Internetworking TCP/IP on MS Windows (10 days)

- *a four part series for IT professionals who intend to set up, configure, use and support TCP/IP on Microsoft Windows NT 4.0.*

Creating and Configuring Web Servers Using Internet Information Server (10 days)

- *using IIS on Windows NT 4.0 to setup, configure and manage web servers*

CDI College of Business and Technology, Ottawa, Ontario, 1996-1997

Programmer Analyst Diploma (12 months)

Technical Skills

Applications/Languages

ASP, ASP.net, CSS, HTML/DHTML, Java (J2EE), Javascript, JHTML, PERL 5, PHP 5, SQL(MS-SQL), VB/VBA/VBScript, XML,MS-Access, MS-SQL, MySQL, ATG Dynamo, CVS, Tridion CMS, Websphere Portal, MS-Office 2003, IIS 5.0, client and server-side scripting, Homesite 5.2, Dreamweaver, Toad, Adobe Acrobat 8 Professional, Regular Expressions, Eclipse IDE, RAD 6.0

Hardware

Desktop PC troubleshooting and maintenance, including motherboards, hard drives, sound cards, video cards, power source, memory, etc.

Networking

TCP/IP, Windows networking configuration, DNS, DHCP, Hubs and Routers (basic)

Operating Systems

DOS, Windows (9x, Professional, XP, Vista), Windows Server NT & 2000, UNIX/Linux

Other Interests

Running, Soccer (playing and organizing), Hiking, Family, Computers, Chess (developed PHP/MySQL driven chess website)