NICE RODELANE S. VILLANUEVA

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OBJECTIVE

To obtain a position as a Sr. Technical Consultant or Project Manager with opportunities to utilize experience where I could realize my full potentials, knowledge and skills in computer technology and make an outstanding contribution to the company in competitive business environment.

OVERVIEW

- 6+ years experience in C/C++ programming (Mac and Windows).
- 6+ years experience in Unit Tests, Integration Tests, and Localization Tests.
- 3+ years experience in Bug Tracking, Case Tracking, and Defect Reporting using TeamTrack.
- 3 years experience in full software development life cycle.
- 2+ years experience in Printer Driver development under Mac OS X and Linux platforms.
- 4+ years experience in Professional Services, communicating and interfacing with clients.
- 3+ years experience designing and developing software using latest MS .NET technologies (C#, VB, Framework Class Library).
- 2 years experience in MAC Carbon programming.
- 1+ years experience in database programming with PL/SQL and Oracle.
- Proven leadership skills and abilities.
- Versatile team player with excellent analytical, presentation, communication, and interpersonal skills.
- Ambitious, energetic, self motivated, with ability to work under pressure yet meet deadlines.
- Fast learner and trainable.

SUMMARY OF TECHNICAL SKILLS

- **Systems (Installation, Technical and User Knowledge)**

	Years of Experience
Microsoft Windows XP	5+
Apple Macintosh OS X (10.1 – 10.5)	4+
Microsoft Windows 9x and 2000	2+
Apple Macintosh OS 9	1+
Windows NT 4	1
Linux (RedHat 6.2 and 7.0, Mandrake 7.1)	1

- **Applications Software (Technical and User Knowledge)**

	Years of Experience
Microsoft Internet Explorer	9+
Mozilla Firefox	7+
MS Office 95/97/2000/2003/2007 (Word, Excel, PowerPoint, Access, Outlook)	7+
Adobe Graphics Software (Photoshop, Illustrator)	3+
Microsoft Virtual PC	3+
Microsoft Project	2+
PageMaker 7.0	1+
PrintArtist	1+

- **Development Tools and IDE's**

	Years of Experience
Microsoft Visual Studio .Net 2003	4+
Metrowerks CodeWarrior 6.0 and 7.0	2+
PowerPlant Constructor	2+
Project Builder and Interface Builder	2+
Resorcerer, ResEdit, Graphic Converter	2+
CVS	2+
TeamTrack	2+
Microsoft Visual Studio 6.0	2+
Microsoft Visual Source Safe	3+
Eclipse for Java including JBoss and XDoclet	1+
Microsoft Visual Studio .Net 2005	2+
TOAD	1+
Schemester	1+
Oracle 7/ 7i	1+
Oracle 9i and 10g	3+
SQL Server 7.0 and 2000	2+
BEA WebLogic 8.1	>1
MATLAB	>1
Software Engineering (Rational Rose, RUP, UML)	>1

- **Programming (Technical Background and User Knowledge)**

	Years of Experience
C/C++	6+
Microsoft .Net (C#, VB, ASP, Framework Class Library, Web services)	3+
XML and XSL	2+
Carbon Programming	2

Microsoft Visual Basic	1+
Java (J2SE, J2EE – JSP, Servlets, RMI, EJB, JDBC, Swing)	1+
PL/SQL and Oracle	1+
Real Basic for Mac	>1
ML/SML	>1

CERTIFICATIONS

- **Brainbench (Transcript ID#: 5107145)**

- Written English, Advanced Level	11 July 2004
- English Vocabulary, Advanced Level	12 July 2004
- English Listening Comprehension (U.S), Master's Level	13 July 2004
- Programming Concepts	15 July 2004
- Computer Fundamentals (Mac OS X), Master's Level	16 July 2004

TERTIARY EDUCATION

Currently Enrolled   *Graduate Certificate in Project Management*
                       Northeastern University, Boston, MA, U.S.A

2004 – 2007   *Master of Science in Computer Science*
                       Maharishi University of Management, Fairfield, IA, U.S.A

1997 – 2001   *Bachelor of Science in Computer Science*
                       University of San Carlos, Cebu City, Philippines

PROFESSIONAL EXPERIENCE

ClickSoftware, Inc.
Burlington, Massachusetts, U.S.A
June 2006 – Present

May 2009 – Present: **Sr. Technical Consultant**

Job summary

As a member of the ClickSoftware Professional Services Group, is a key player in an exciting customer interfacing role that couples technical and customer relationship skills to successfully implement ClickSoftware's product offerings. The Senior Technical Consultant will assume technical leadership responsibilities in projects.

Main Duties and work achievements

- Work with the Solution Architect and/or Business Analyst in translating customer requirements to provide the customer with end-to-end solutions for field service optimization.
- Take part in leading a project implementation. The following activities can be shared with a Solution Architect or be solely handled by a Senior Technical Consultant:
    - Provide technical assistance and supervision to other project team members.
    - Design the scheduling application functionally, workflow, business rules, and algorithms based on ClickSchedule framework.
    - Lead and supervise a team of technical consultants in an implementation effort. Be the main contact point for the team members and the customer.

June 2006 – April 2009: **Technical Consultant**

Job summary

As a member of the ClickSoftware Professional Services Group, plays in an exciting customer interfacing role that couples technical and customer relationship skills to successfully implement ClickSoftware's product offerings. Typically works within defined project teams to perform the technical implementation and necessary application configuration and development outlined during customer requirements workshops.

Main Duties and work achievements

- Work with the Solution Architect and/or Business Analyst in translating customer requirements to provide the customer with end-to-end solutions for field service optimization.
- Responsible for developing tools and/or add-ins/customizations that work with and/or on top of ClickSoftware's product offerings.
- Assist in customer requirements gathering workshops.
- Assist in writing Functional Requirements Specifications, Detailed Design, Integration Design, Upgrade Process and Installation/ User Guide documents.
- Provide technical support to the customer during the implementation phase.
- Assist in fine-tuning the application functionality and service optimization algorithms to meet customer's business objectives.
- Assist customer or third party integrator to develop interfaces to our products' APIs.
- Provide technical training to the customer technical staff.
- Provide on-site support to customer during the testing and go-live phases to ensure a successful deployment.
- Interface (either through onsite visits or conference calls) mainly with North America and Canada customers.
- Responsible for completing tasks on one or more concurrent projects.
- Perform Unit Tests, Component Tests, and Integration Tests.
- Contribute in the documentations and best practices guidelines for in-house protocol and processes.
- Maintain smooth flow of communication between and among teammates from ClickSoftware offices in Australia, Israel, North America, and UK.

Technologies/ Environment

- VB, VB.net, XML, XSL, Oracle 9i/10g, SQL, MS Visual Studio 6.0, MS Visual Studio .Net 2003, MS Visual Studio .Net 2005, Visual Source Safe, MS Virtual PC, Windows 2000/XP, Windows Server 2003

Gained/improved experience and skills in:

- Proper technical documentation and troubleshooting procedures.
- English communication and presentation skills.
- Management of multiple projects.
- Training customers.
- Maintaining the awareness of key technologies to ensure optimal use of resources.
- Leadership in monitoring and resolving customer issues.
- Monitoring customer's needs and business requirements.
- Able to converse with clients with confidence and maturity.
- Build installation and/or setup kits.
- Working on Windows Server 2003 Operating System.
- Installation and configuration of applications using Windows 2000, and Windows XP.
- Operational experience on server applications like MSSQL and Oracle.
- Operational experience on VPN solutions and management application tools.
- Operational experience on WebEx applications and Windows Live Meeting.
- Good working relationship in a cross-cultural and multi-lingual environment.
- Time management.

OpenPages, Inc
Waltham, Massachusetts, U.S.A
September 2005 – May 2006

Associate Consulting Engineer

Job summary

As a member of the Professional Services Group, does customer interfacing role that couples technical and customer relationship skills to successfully implement OpenPages' software applications. Typically works closely with Managing Consultants to perform the technical implementation and necessary application configuration.

Main Duties and work achievements

- Assist in providing customers with end-to-end solutions for enterprise governance, risk, and Sarbanes-Oxley compliance management initiatives.
- Responsible for assisting customers with the implementation and deployment of OpenPages software applications and related technologies.
- Interface mainly with North America customers.
- Responsible for completing tasks on one or more concurrent projects.
- Perform Manual Tests.
- Contribute in the documentations and best practices guidelines for in-house protocol and processes.
- Maintain smooth flow of communication between and among teammates from OpenPages offices in North America and UK.

Technologies/ Environment

- Java, PL/SQL, Oracle, BEA Weblogic 8.1, XML, XSL, SOX Express, Windows NT/2000/XP

Gained/improved experience and skills in:

- Able to converse with clients with confidence and maturity.
- Operational experience on server applications like Oracle.
- Knowledge of Java and Java technologies.
- Operational experience on WebEx applications.
- Fast paced and short term projects.

Crossland Technologies, LTD
New York, New York, U.S.A
November 2004 – September 2005

Programmer Analyst/ Consultant

Job summary

Work onsite with customers on various projects.

Main Duties and work achievements

- Function as a Software Test Engineer in the customer site The MathWorks (Natick, MA, U.S.A)
  - Responsible for verifying new features and/or enhancements of MATLAB 7.x software.
  - Responsible for verifying MATLAB/Simulink issues and bug fixes specifically in the Printing and Export modules.
  - Responsible for bug tracking and reporting.

- Perform Manual and Automated Tests.
- Write Test Scripts and Test Plans.

Technologies/ Environment

- C/C++, Java, MATLAB, Windows NT/2000/XP, Mac OS X, Linux, Unix, Solaris, HP

Gained/improved experience and skills in:

- Communications with clients and with the team.
- Full-time onsite presence (customer site).
- Knowledge of various technical and business alternatives and their potential impact on business.
- Operational experience on MATLAB applications.
- Operating Systems and Network Operating Systems specifically Unix, Solaris, and HP.

Networked Robotics
Evanston, Illinois, U.S.A
October 2004 – November 2004

Software Programmer (part-time)

Job summary

Responsible for the development and maintainance of Networked Robotics software applications specifically the Tempurity System.

[*The Tempurity System from Networked Robotics stores and monitors the temperatures of regulated refrigerators, freezers, incubators, and rooms of an entire organization on a single server.*]

Main Duties and work achievements

- Responsible for maintaining the existing code.
- Responsible for implementing new features for the Tempurity System.
- Design software and other automated processes for Networked Robotics products and software distribution methods.
- Responsible for unit testing, integration testing, system testing and documentation in accordance with FDA standards.

Technologies/ Environment

- C/C++, MS Visual Studio .Net 2003, QSetup, CVSNT, WinMerge, Windows XP

Gained/improved experience and skills in:

- Converting and/or compiling Visual Studio projects to Visual Studio .Net 2003.
- Knowledge of Network programming.
- Knowledge of Visual Studio .Net 2003.
- Build installation and/or setup kits.

Lexmark Research and Development Corporation

Cebu City, Philippines
April 2001 – December 2003

Oct 2001 – Dec 2003: **Software Engineer**

Job summary

As a member of the Mac OS X team, plays a vital role in the development of printer drivers for Apple Macintosh OS X platform.

Main duties and work achievements

- Design, re-design and/or re-implement user interfaces (UI).
- Implement features for the Printer Driver.
- Responsible for the Internationalization/ Localization of the whole Printer Driver.
- Perform Unit Tests, Integration Tests, and Localization Tests.
- Specify and create Feature Deliverables Test plans.
- Assist and/or contribute in planning and design of printer driver re-architecture.
- Assist and/or contribute in planning and design of build architecture.
- Assist and/or contribute in the creation of User Guides and Help Files.
- Assist and/or contribute in the creation of Software Host Specifications.
- Maintain smooth flow of communication between and among teammates from Lexmark International office in Kentucky, U.S.A
- Successful product launch and/or release to the consumer market of Z45, Z55, and Z65 Color Jetprinter, Z600 Series Color Jetprinter, Z700 Series Color Jetprinter, P700 Series Photo Jetprinter, X1150 PrintTrio, and 6200 Series All-In-One.

Technologies/ Environment

- C/C++, Carbon programming, Cocoa programming, Metrowerks CodeWarrior 6.0 and 7.0, PowerPlant Constructor, Project Builder, Interface Builder, Macintosh OS X, MacCVS Pro 2.7d3, Resorcerer, InstallerVise

Gained/improved experience and skills in:

- Communication skills and working on a team environment.
- Operating Systems and Network Operating Systems especially Macintosh OS X (10.1 – 10.3).
- Operational experience on Macintosh OS 9.
- Full software development life cycle.
- Defect tracking and bug fixes.

Apr 2001 – Sept 2001: **Software Engineer**

Job summary

As a member of the Linux Desktop team, plays a vital role in the development of printer drivers for Linux platforms and the various Linux flavors.

Main duties and work achievements

- Implement features for the Printer Driver.
- Perform Unit Tests.

- Maintain smooth flow of communication between and among teammates from Lexmark International office in Kentucky, U.S.A
- Successful product launch and/or release to the consumer market of Z13, and Z33 Jetprinters.

Technologies/ Environment

- C/C++, VIM, GTK, RedHat 6.2 and 7.0, Mandrake 7.1

Gained/improved experience and skills in:

- Communication skills and working on a team environment.
- Operating Systems and Network Operating Systems especially Linux.
- Operational experience on various Linux flavors like Suse, Mandrake, and RedHat.
- Full software development life cycle.
- Defect tracking and bug fixes.

PROFESSIONAL TRAININGS & SEMINARS

- Regular Speech Training Course (by: Speech Arts Center)
  April - May, 1994, Cebu City, Philippines
- Leadership Training Seminar
  July 11 - 12, 1998, Don Bosco Center of Spirituality, Lawaan Talisay, Cebu City Philippines
- Linux Desktop: A Hands-On Introduction (by: Learning Tree International)
  May 15 – 18, 2001, Lexmark International, Lexington, Kentucky, U.S.A
- UNIX Programming (by: Learning Tree International)
  May 22 – 25, 2001, Lexmark International, Lexington, Kentucky, U.S.A
- Carbon Programming (by: Arts and Logic)
  November – December 2001, Lexmark International, Lexington, Kentucky, U.S.A
- The 7 Habits of Highly Effective People
  July 17 – 18, 2001, Lexmark International, Lexington, Kentucky, U.S.A
- Team Building
  June 7 - 8, 2002, Ecotech Center, Lahug, Cebu City, Philippines
- Enhancing Oral Communication Skills
  November 21 - 22, 2002, Ecotech Center, Lahug, Cebu City, Philippines
- Foundations of Our Values Seminar-Workshop
  May 8 - 9, 2003, Golden Peak Hotel, Cebu City, Philippines
- Time and Stress Management
  July 24 - 25, 2003, Castle Peak Hotel, Cebu City, Philippines
- Project Management
  September 11 - 12, 2003, Castle Peak Hotel, Cebu City, Philippines
- Oracle Developer Days: Workshop on Service Oriented Architectures (SOA)
  October 26, 2004, Westin Hotel, Chicago, Illinois, U.S.A
- Communication and Negotiation Seminar (by: Phil Holberton)
  May 28 – 30, 2008, ClickSoftware Inc, Burlington, Massachusetts, U.S.A

HONORS

- Department of Science and Technology (DOST) Scholar, 1997 – 2001
- Dean's Lister, 1st Year College, 1st Semester
- Dean's Lister, 4th Year College, 1st – 2nd Semester

PERSONAL DATA

Age	29 years old
Place of Birth	Dipolog City, Zamboanga del Norte, Philippines
Date of Birth	16 January 1981
Height	5'4"
Weight	113 lbs
Health	Excellent
Hobbies & Interests	ballroom dancing, baking, reading, running, table tennis, swimming, and computer technology
Organizations	Christ Youth in Action, Cebu City, Philippines
	Ang Lingkod ng Panginoon, Cebu City, Philippines
	University of San Carlos Datalogics Society
	Arthur Murray Dance Studios, Boston, MA, U.S.A
	Leukemia and Lymphoma Society, U.S.A

REFERENCES

- *Ronaldo Tusi*
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