

SAM K. VUONG

Senior Software Developer / Consultant

SUMMARY

- Total of over twelve years of experience in software development and implementation, including:
 - Four years of experience in large scale multi-tiered multi-platform internet software applications.
 - Four years of experience in network software development on Unix and Windows platforms.
 - Four years of experience in system design and implementation at a large financial institution.
- Solid experience in development, implementation and integration of large scale multi-tiered multi-platform e-commerce applications using Enterprise Java (J2EE) technologies: EJB, JSP, Servlet, XML, HTML, Apache, Tomcat, WebLogic, TopLink, Oracle on Solaris.
- Solid experience in e-commerce software development with HTML, ASP, Visual Basic, C/C++, Microsoft IIS Server, Secure Sockets Layer (SSL) and Microsoft SQL Server on Windows/NT.
- Solid experience in internet software development with HTML, Java, C/C++ and CORBA on both Solaris platform (Netscape/Oracle) and Windows/NT platform (Microsoft IIS/SQL Server).
- Extensive experience with Unix operating environment and TCP/IP and IPX/SPX protocols.
- Extensive experience with software build tools (Makefiles, Ant) and Unix scripting languages.
- Extensive experience with configuration management, defect tracking and automated tools.
- Working experience with UML modeling tools: Together/J and Rational Rose.
- Strong analytical, problem solving, decision making and programming skills.
- Excellent interpersonal, communication, presentation and management skills.
- Self motivated, team player with ability to work on multiple tasks and with strict deadlines.

PROFESSIONAL EXPERIENCE

Senior Internet Software Developer

Bayshore Technologies, Toronto, Canada

Nov. 2000 - June 2001

- Managed all source, build and integration processes of financial services portal engine (NG) project at Bayshore Technologies (iMoney). NG is a financial services internet portal which offers market information (stock quote, stock chart, headline news, currency exchange), financial product information (mutual fund, loan and savings account search), portfolio services (buy/sell stock and mutual fund) and alert notification.
- Developed Java components (programs) to test API functions provided by EJB service beans.
- Developed Java components (programs) to perform volume/performance tests on EJB service beans.
- Installed & configured Solaris O/S, Apache web server, Tomcat servlet server and WebLogic application server.
- Installed & set up Bugzilla defect tracking system. Proposed guidelines & processes for QA and source control.
- Wrote scripts to automate nightly build process, check for code compiled errors & notify development team.

- Managed all configuration, test and release processes of financial services portal engine (NG) project.
- Prepared test plans. Managed test schedules and test resources. Installed and set up test environment.

- Performed test execution. Analyzed test results. Wrote test reports. Managed defects and issues found.
- System tested all features and functions in NG software: JavaServer Pages (JSP) and Java Servlets presentation layer, Enterprise JavaBeans (EJB) service layer and JDBC Database Connectivity.
- Tested NG software with Apache 1.3 web server, Tomcat 3.2 servlet/jsp server, Jakarta Struts 0.5 framework, BEA WebLogic 6.0 application server, WebGain TopLink 3.5 and Oracle8i on Solaris 2.7.
- Liaised with external site-content development team and system integration testing team.
- Reviewed/analyzed and prioritized incoming issues and defects reported by external teams.
- Worked with other team members in investigating, debugging and fixing problems reported.

Senior Internet Software Developer / QA Team Lead

BCE Emergis, Toronto, Canada

Aug. 1999 - Nov. 2000

- Managed all system integration processes of Biller Implementation for the Electronic Bill Presentment (EBP) project at BCE Emergis. EBP is a joint e-commerce project between BCE Emergis and E-route inc., a company created by Canada's leading financial institutions (Canadian Imperial Bank of Commerce [CIBC], Mouvement des Caisses Desjardins, National Bank, Royal Bank and TD Canada Trust). EBP software transparently links financial institutions, billers and customers, allowing customers to receive, review and pay their bills online.
- Designed and developed Batch Menu program in Visual Basic to manage and execute data mapping batch programs from Biller Implementation software.
- Developed HTML/ASP web pages to automate consumer logins to ease system integration and testing.
- Developed HTML/ASP database browser web pages to allow development/test engineers to browse test databases from remote workstations.
- Assisted director/manager in interviewing, recruiting and building the QA team.
- Developed testing strategy and test plans. Managed test schedules and test resources.
- Managed QA lab. and test environment. Created guidelines and processes for QA and Testing.
- Supervised test execution. Analyzed test results. Wrote test reports. Managed defects and issues.
- Directed and supervised QA Team in system testing all features and functions in Biller Implementation of EBP software: Biller registration, Consumer-Biller signup and approval, Statement data extraction, mapping and translation. HTML Template publishing and Online statement verification.
- Tested Biller Implementation for Electronic Bill Presentment (EBP) releases 1.0 and 2.0 with Microsoft Internet Information Server (IIS) 4.0, Secure Sockets Layer (SSL), HTML and ASP web pages, Java Script, VBScript, Visual Basic, C/C++ and Microsoft SQL Server 6.5 on Windows/NT 4.0.
- Used Compuware's QARun test tool to automate volume/performance tests for EBP software.
- Helped other team members in using Compuware's QARun automated test tools.
- Managed user acceptance testing (UAT) with participated billers and financial institutions.
- Developed Visual Basic and SQL scripts to automatically setup/purge test database for UAT testing.
- Developed HTML/ASP front-end login web pages to allow participated billers to login to EBP system to performce user acceptance testing (UAT) from remote locations.
- Reviewed/analyzed and prioritized issues and defects found by external teams.
- Worked with other team members in investigating, debugging and fixing problems reported.

Senior Software Consultant

CIBC World Markets, Toronto, Canada

Apr. 1999 - Aug. 1999

- Worked with development team in migrating CIBC World Markets' FNX trading application

to Sybase 11.9 and Solaris 2.6. FNX is a precious metals trading application written in C/C++ using X-window and Sybase on Solaris platform.

- Worked with development team and users to define testing strategy and test plans for FNX.
- Used Compuware's QARun automated test tool to automate all regression tests for FNX.
- Worked with CIBC World Markets Y2K Testing Team and performed Y2K testing on FNX.
- Worked with development team in investigating, debugging and fixing problems found.
- Prepared FNX test results and documentations for Y2K certification.
- Created a new process to automate all FNX daily report and archive operations in production environment to make daily end-user reporting tasks more efficient.
- Trained FNX and other team members in using Compuware's QARun automated test tools.

Senior Internet Software Developer / QA Team Lead **Newstar Technologies (BCE Emergis), Toronto, Canada**

Aug. 1998 - Nov. 1998

- Managed all system integration processes of Targeted Customer Delivery (TCD) internet software project at Newstar Technologies. TCD is an integrated internet software system delivering visa statements and marketing campaigns to TD Bank's Web Banking customers. TCD has interface to TD Bank's Online Web Banking system and allows internet users to view their visa statements and submit payments.
- Participated in detailed design reviews. Developed test plans. Managed test schedules and resources.
- Managed QA lab. and test environment. Created guidelines and processes for QA and Testing.
- Supervised test execution. Analyzed test results. Wrote test reports. Managed defects and issues.
- Directed and supervised QA Team in system testing all features and functions in TCD software: Visa Statement Delivery and Payments, Marketing Campaign Creation (MCS), Dynamic Web Page Creation (DWPCS) and User Profile Learning Engine.
- Tested TCD release 1.0 with JDK 1.1.6, Microsoft IIS 4.0, Secure Sockets Layer (SSL), NextStep WebObjects 3.5.1, IONA OrbixWeb 3.0 (Internet CORBA), Orbix 2.3 (Win32 CORBA), OrbixTalk 1.2 (Orbix message queue), BackWeb Infocenter Server 4.0, OpenSesame LearnSesame 1.2, Versant ODBMS 5.0 and Microsoft SQL Server 6.5 on Windows/NT 4.0.
- Helped other QA team members in writing detailed test cases and bug reports.
- Worked with other team members in investigating, debugging and fixing problems found.

Senior Internet Software Developer **Solect Technology Group, Toronto, Canada**

June 1997 - June 1998

- Managed all source, build and integration processes of internet software at Solect Technology.
- Participated in architect & high-level designs of Internet Admin Framework (IAF) software. IAF is an integrated internet software system providing customer care and billing solutions to Internet and Telco service providers.
- Developed programs (using C++, RogueWave Tools.h++, DBTools.h++) to test C++ classes interface to Oracle8 Advanced Queuing system.
- Installed and configured Solaris O/S, Netscape Enterprise servers. Install and set up IAF software.
- Wrote scripts to automate nightly build process, check for code compiled errors & notify development team.
- Managed all configuration, test and release processes of of internet software at Solect Technology.
- Developed testing strategy & test plans. Managed test schedules and test resources.
- Performed test execution. Analyzed test results. Wrote test reports. Managed defects and issues.
- System tested all features and functions in IAF software: user interfaces for customer care, customer

self-care and auto-registration, service provisioning and usage data collection, Oracle database rating and billing engines, TaxWare gateway, online sale statistics reports and nightly invoices generation.

- Tested IAF 3.0 release with Oracle 8.0 on Sun 2.6 and IAF 2.x releases with Oracle 7.3 on Sun Solaris 2.5.
- Worked with latest technologies in internet software development environment: JavaSoft JDK 1.1.5, IONA OrbixWeb 3.0 (Internet CORBA), OrbixMT 2.3 (Multi-Threaded CORBA).
- Liaised with professional services and customer support teams.
- Reviewed/analyzed and prioritized incoming issues and defects reported by external users.
- Worked with other team members in investigating, debugging and fixing problems reported.

Senior Network Software Developer

FTP Software, Andover, MA

Jan. 1997 - May 1997

- Worked with other team members in setting up the test networks for FTP's Kernel Test Lab.
- Developed WinSock1 and WinSock2 automated test suites (in C++) and tested it on Windows/95.
- Tested FTP's Secure Client 3.0 software (TCP/IP stack) for Windows/95: IPSec (IP Security), IPv6 (IP version 6), IPTrace (IP Packet Tracing), DHCP (Dynamic IP), Mobile IP and remote Dial-up Access.
- Performed interoperability testing between FTP's TCP/IP stack on Windows/95 and Sun's TCP/IP stack on Solaris 2.5 workstation. Performed interoperability testing between FTP's NFS Client for Windows/95 and Microsoft's NetBIOS file sharing on Windows/95 and Windows/NT.
- Worked with other team members in investigating, debugging and fixing TCP/IP problems found.
- Assisted manager in interviewing and recruiting new QA team members.
- Helped other QA team members write test plans and detailed test cases.

Senior Network Software Developer

Santa Cruz Operations (SCO), Santa Cruz, CA

May 1996 - Nov. 1996

- Set up NetWare test networks and test environment for SCO Development Centers in Santa Cruz, CA and London, UK.
- Tested NetWare for Unix 4.1 on SCO UnixWare 2.1.1 release. Set up and ran Novell's Certification Test Suites to test NetWare Directory Services (NDS), NetWare File Systems (NUCFS) and NetWare Printing.
- Performed interoperability testing between NetWare for Unix on SCO UnixWare and native NetWare 3.x and 4.x servers.
- Worked with other team members in investigating, debugging and fixing NetWare and IPX/SPX problems found.
- Trained other development team members. Answered all technical support questions related to NetWare and IPX/SPX.

Senior Network Software Developer

SCO Canada, Toronto, Canada

June 1993 - Mar. 1996

- Managed all source, build and integration processes of NetWare connectivity software on SCO Unix.
- Participated in architect and detailed design reviews of IPX/SPX stacks and NetWare file and print services.
- Implemented new features for IPX/SPX network protocol stacks. Designed IPX/SPX Sockets and Name and Address Resolution APIs for SCO Unix. Implemented basic support for Sockets over IPX/SPX.
- Wrote client/server sample programs using Sockets over IPX/SPX feature on SCO Unix.
- Wrote scripts to automate nightly build process, check for code compiled errors & notify development team.

- Wrote scripts to check for consistency between the source trees and defect tracking database.
- Participated in SCO world wide configuration management (CM) process and tools evaluation team in evaluating ClearCase, PVCS, CMVision and Aide-de-camp.
- Managed all configuration, test and release processes of NetWare connectivity software on SCO Unix 5.0 release.
- Developed testing strategy and test plans. Managed test schedules and test resources.
- Supervised test execution. Analyzed test results. Wrote test reports. Managed defects and issues found.
- Installed, configured and maintained hardware and software for machines on SCO's NetWare test networks: SCO Unix, UnixWare 2.0, Solaris 2.1, NetWare 3.12, NetWare 4.1, NetWare for Unix 3.11, Windows 3.1, Windows/95, Windows/NT.
- Programmed and executed a number of automated test suites: VSX 4.3.4, Syscall (system calls), NFSstone, IOzone, Novell's NetWare Unix Client Certification. Performed interoperability testing between SCO NetWare for Unix and native NetWare 3.x and 4.x servers, as well as SCO IPX/SPX and TCP/IP and NFS.
- Applied GCT coverage tool to measure and improve test coverage for SCO NetWare and IPX/SPX software.
- Formed and lead an automated test tools evaluation team at SCO Canada. Arranged demos and evaluated QA/Partner, WinRunner/XRunner, TestWorks and PreVueX. Wrote evaluation reports and made recommendations.
- Liaised with customer supports and development teams at other SCO sites regarding IPX/SPX and NetWare issues.
- Instructed System Test team members on how to install, configure and test IPX/SPX and NetWare Client software.
- Reviewed/analyzed and prioritized incoming issues and defects reported by other teams.
- Worked with other team members in investigating, debugging and fixing problems reported.
- Created HTML web pages to show reports and documents related SCO NetWare and IPX/SXP software and made them available to customer supports and other SCO development groups.

Associate Software Developer

IBM Toronto Laboratory, Toronto, Canada

June 1992 - June 1993

- Participated in re-designing and developing the new I/O run-time library functions for IBM C/370 Compiler.
- Implemented and tested the new I/O run-time library functions on IBM VMS and MVS systems.
- Applied CODE/370 coverage tool to measure and improve test coverage for the I/O run-time library functions.
- Worked with system testing team members in investigating, debugging and fixing problems found.

Technical System Analyst

Royal Bank of Canada, Toronto, Canada

May 1985 ... June 1992

1991-1992 Designed and developed Area Management Information (AMI) system to provide timely decision support information to area managers via LAN attached PS/2 workstations. Implemented and tested the system on IBM PS/2 using Microsoft "C" and Paradox relational database and on IBM S/370 mainframe using COBOL-II. Designed and implemented on-line help facility on IBM PS/2 using Microsoft "C". Wrote JCL jobs and operating manual to run host extract programs to down load data to NetWare 3.0 servers via IBM Netview/DM facility.

- 1988-1989 Participated in developing Credit Application Processing System (CAPS) to process loan, mortgage, Visa and Diners Club applications. Implemented and tested the system on IBM PS/2 and IBM XT-286 using Realia COBOL and IBM EZVU-II and on IBM S/370 mainframe using COBOL-II and IMS/VS. Designed and implemented DB2 programs to extract data from CAPS IMS database and produce end-user reports.
- 1987-1988 Participated in developing Branch Sales Support (BSS) system to automate the account opening/inquiry process. Implemented and tested the system on IBM XT-286 and IBM PC using Realia COBOL and IBM EZVU and on IBM S/370 mainframe using COBOL-II and IMS/VS. Designed and implemented Source Management System (SMS) to control PC source programs, include files and generate executable modules. Wrote design documentation and user manuals.
- 1985-1986 Designed and developed Fee Formula System (FSS) to evaluate various types of financial formulae. (Coop Implemented and tested the system on IBM System/36 using COBOL and IBM SDF and on IBM Terms) S/370 mainframe using COBOL and CICS/VS.

TECHNICAL SKILLS

Languages/DB	O/S Systems	Networks	Hardware
Java, HTML, XML	SUN Solaris 2.7	TCP/IP	Sun Sparc5, Ultra2
ASP, VBScript	SCO Unix 5.0	BSD Sockets	Sun ES3000, ES420
C/C++, Visual Basic	SCO UnixWare 2.1	SUN NFS	DEC 3100, 5100
Oracle, Sybase	DEC Ultrix, SGI Irix	IPX/SPX	VAX 2000, 3200
SQL, DB2, IMS	NetWare 3.12, 4.1	Novell NDS	SGI 4D/240
PARADOX	Windows 95, NT, 2000	Novell NUCFS	Intel 486, Pentium
COBOL	Windows 3.x, DOS, OS/2	Ethernet	IBM PS/2, 5251
FORTRAN	IBM S/36, S/38	Token Ring	IBM 3178, 3278
PASCAL	IBM VMS, MVS/XA	Slotted Ring	IBM Mainframe

EDUCATION

- **Master Degree in Computer Science, University of Toronto, Canada, 1991.**
Thesis: A Slotted Ring Protocol for High-Speed LANs and WANs.
Project: Performance of Helical Window Token Ring with Voice/Data Traffic.
Project: Analysis of Distributed Workstation Network Traffic on an Ethernet LAN.
- **Honours Bachelor Degree in Computer Science, University of Waterloo, Canada, 1987.**
Major in Computer Science and minor in Combinatorics and Optimization.
Degree obtained through the cooperative education program.
Achieved over 88% overall average. Graduated on the Dean's Honours List.

AWARDS, SCHOLARSHIPS

- 1989-1991 - NSERC Graduate Scholarship, University of Toronto.
- June 1987 - Graduate on The Dean's Honours List, University of Waterloo.
- 1984-1987 - Rene Descartes Fellowship, University of Waterloo.
- Sept 1984 - Rene Descartes Prize, University of Waterloo.
- 1983-1987 - Dean's Honours List, University of Waterloo.
- June 1981 - Ontario Scholar Award, H.B. Beal S.S., London, Ontario.

ACTIVITIES

- 1990-1996 - Member of the Institute of Electrical and Electronics Engineers (IEEE).
- 1989-1991 - Member of the Association for Computing Machinery (ACM).
- 1989-1991 - Teaching Assistant for the Computer Science Dept., University of Toronto.
- 1984-1987 - Teaching Assistant for the Faculty of Mathematics, University of Waterloo.
- 1984-1987 - Member of the Association of South East Asian Nations Students.
- 1981-1983 - Member of the Vietnamese Soccer team, London, Ontario.
- 1979-1981 - Organizer and captain of the Vietnamese Soccer team, London, Ontario.

INTERESTS: Sports, traveling and photography.

REFERENCES: Available upon request.