

# Thanos Foufoulas

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## SOFTWARE DEVELOPMENT MANAGER

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Expertise in development, management and support of large scale Internet based Information Systems. Current skills in managing the development and support of high performance E-Commerce and on-line Calendaring services. Core strengths in:

- Project planning and management
- Job costing and cost-control
- Managing contract deliverables
- Troubleshooting & problem solving
- Internet application development
- Mediation and consensus
- Team leadership
- Cross functional stakeholder management

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## DEVELOPMENT ENVIRONMENTS

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**Languages:** Java / JSP / Servlet / JDBC / C/C++ / Shell Script  
**Web Services:** XML / XML Schema / SOAP / XSLT / Tomcat / Resin / Jrun  
**Internet:** HTTP / SSL / Dynamic HTML / JavaScript  
**Platforms:** Windows NT & 2000 Servers / Unix-various / Linux  
**Web Servers:** Apache / AOL / Netscape / iPlanet  
**Database:** Sybase / Oracle / ODBC / SQL  
**Tools:** JBuilder / MS Visual Studio  
**Others:** OOP / SDLC

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## PROFESSIONAL EXPERIENCE

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**AOL-Time Warner (TWX), Mountain View, California.....(1996 - Present)**

**Senior Manager, Software Development ..... (March 2000 - Present)**

Recruited and managed a team of seven direct report employee and contract software engineers representing diverse cultural backgrounds. Managed contract deliverables from external technology and data providers. Coordinated all stakeholders throughout the country-legal, marketing, QA, UI design, engineering, and external partners to define and meet all milestones of the development cycle of a variety of software applications ranging from major versions to enhanced features of strategic products:

- Developed new version of AOL-Shopping, a large scale integrated package of Internet E-Commerce solutions including consolidation of on going data feeds of 4 million product descriptions, and ongoing inventory updates from 240 direct sellers. Enhanced search available for public access. Introduced a set of reporting tools, which enabled the business team to measure the success of the product. Delivered product on time, meeting all requirements and project milestones.
- Identified optimal platform for AOL-Shopping services. Analyzed different OS/Hardware options guiding the development team through stress testing. Ported the shopping service to Linux platform using Apache and Resin. Reduced hardware costs by 87%. Expanded scale beyond 600,000 daily page views. Increased performance by a factor of 4.
- Defined project plan and milestones for AOL-Calendaring services in collaboration with the Product Marketing team. Managed engineering resources. Improved active usage by 5%. Expanded functionality by introducing calendar e-mail event reminders. Delivered product on time, meeting all requirements and project milestones.

- Lowered on-going E-Commerce data provider costs. Performed an ROI analysis and held discussions with the data processing and legal teams to leverage existing technologies. Managed the transition of the shopping service to utilize a lower cost data provider. Reduced third party data provider cost by 75%.

**Manager, Developer Support**.....(October 1998 - March 2000)

Managed a team of eleven highly qualified software developer engineers to diagnose and repair Internet application server software and related systems. The team specialized in troubleshooting application code running on Netscape Servers such as Netscape Application Server, Netscape Directory Server (LDAP), and Netscape Enterprise Server (Web Server).

- Defined regular and escalation process with front line support and engineering team. Empowered customer and first line support to resolve support issues. Established proactive support and technical competency through training, technical documentation, brown-bag meetings and customer satisfaction dialog. Increased profit from subscription based fees. Reduced demand for engineering resources. Improved customer satisfaction.

**Server Product Support Engineer**..... (February 1998 - October 1998)

- As a liaison between Technical Support and Product Development developed fixes and responses to support requests for the Netscape Enterprise Server. Introduced new escalation management process and trained new members of the team. Reduced escalated cases by 50%.

**Strategic OEM Product Specialist**.....(February 1996 – January 1998)

- Developed and delivered product briefings by teleconferences. Scripted and performed tradeshow demonstrations. Managed OEM customer accounts. Improved flow of information by developing OEM file distribution system. Managed testing for third party and OEM Product Certification. Increased visibility and sales of OEM products.

**Securities Industry Automation Corp. New York.....(November 1995 - February 1996)**  
**Systems Analyst and C/C++ Developer**

- Developed and tested applications under SCO-Unix, OS/2, NT, and NetWare.

**City of Jyvaskyla, Finland..... (July 1994 - October 1994)**  
**Software Developer**

- Developed desktop applications using Paradox and Microsoft Office products.

**Olympic Airways, Greece .....(August 1993 - July 1994)**  
**Network Administrator**

- Administered SCO-Unix, DOS and OS/2 networked workstations.

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EDUCATION

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**Master of Science with Distinction** in Analysis, Design and Management of Information Systems  
 London School of Economics, London, UK, 1995

**Bachelor of Science** in Applied Computer Science  
 University of Economics and Business, Athens, Greece, 1993