

# Johnny Fuery

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## Profile

Over ten years experience in a wide range of software industry roles including entrepreneur, consultant, systems architect, manager, administrator and trainer. Founder of a number of successful software solutions companies. Currently Director of Fuery Solutions. Seeking to develop a broad and highly satisfied client base by offering excellent IT support and web engineering services.

## Skills Summary

### General

- Strong client relationship skills, including salesmanship, problem assessment and resolution, and overall customer relationship management, especially in the consultative environment.
- Capable of managing and prioritizing multiple projects simultaneously, including direction of staff, equipment, and resources. Easily absorbs new applications, developer tools, utilities, and methods quickly. Notorious for cheaply and creatively utilizing open source products.
- Adept at defining and communicating issues effectively and determining multiple solutions for any given problem. This skill translates well across multiple disciplines, from personnel management to client relations.

### Application Development

- General focus on web application development. Languages include HTML, XML/XSL/SOAP, JavaScript, SQL, Perl, Java/J2EE/JSP, PHP, and shell scripting on various platforms (win32, csh, bash). LAMP friendly.
- Well versed in web development processes, including application design and architecture, with special focus on clean, streamlined content for mobile and other devices with limited capabilities. AJAX friendly.

### System and Network Infrastructure

- Operating Systems: All Microsoft 32-bit operating systems, both client and server, Solaris, Linux, Mac OS, FreeBSD, and Novell Netware.
- Mail Servers: Microsoft Exchange, sendmail, and legacy Lotus products.

- Web and Web Application Servers: IIS, .NET, Apache, Tomcat, WebSphere, Lotus Notes.
- Database Applications such as Microsoft SQL, Oracle, MySQL, iAnywhere ASA.
- Security and VPN related products from Checkpoint, Network Associates, Symantec, etc.
- Other: Active Directory/DNS/BIND, telnet, ssh, sftp, vnc, Timbuktu, and PCAnywhere, DHCP services on Win32 and Linux, fax servers, etc.
- Experienced in building and maintaining switched ethernet networks in multi-protocol corporate environments, from voice-grade systems to Gigabit Ethernet, including direct experience managing various voice and data grade cable management systems (e.g., RJ-66, RJ-110).

### **Personnel Management**

- Highly effective at motivating personnel through a fostering of close relationships, directed coaching, and personal example.
- Nurtures a genuine “open door policy” by inviting discussion on topics that directly affect personnel as a crucial element to the decision-making process, rather than an afterthought.
- Brings creative approaches to reward feedback systems, creating positive morale even in challenging environments.

### **Professional Experience**

**FUERY SOLUTIONS, INC.**

**Oakland, California**

*Founder/Director, 2008 – Present*

- Founded and developed all aspects of successful software solutions company, with a strong client-focus concern. Specializing in the development of business-to-business relationships.
- Complete business operations management. Handling immediate business operational requirements from end-to-end. Emphasis on identifying opportunities for growth and business development.
- Technical management and tailored client application development. Provision of end-to-end software solutions to a range of client industries. Detailed product design and development provided on demand for a wide variety of businesses.

**SYBASE/IANYWHERE, INC. (formerly AVANTGO INC)**

**Dublin (Hayward), California**

*System Architect/Consultant, Worldwide Client Services, 2001-2007*

- Responsible for managing technical consulting projects from proposal to delivery. This entails leading project teams both in technical and administrative functions, managing customer resources and expectations while adhering to scheduling and budgetary constraints.
- High profile projects included applications for Ford Motor Company, Pfizer, McKesson, Avaya, Baxter Healthcare, AmerisourceBergen, and Eli Lilly & Co.
- Projects included mobilization of various applications, including back-end technologies based on Siebel, SalesForce.com, and custom client applications.
- Application functionality encompassed field service, customer relationship management, sales force automation, quality control/inspection, and delivery verification.

*Director, Worldwide Technical Support, 1999-2001*

- Grew Customer Care organization from startup phase servicing less than a dozen enterprise customers to several hundred, engaged in all aspects of post-sales customer interaction. Technical support team was grown from zero employees to eight over a two year period, supporting sales growth beginning with less than \$1 million annually to over \$30 million.

**MUSICRIP**

**Dublin, California**

*Founder/Entrepreneur, 2004-2005*

- Founded and originated all aspects of technology service business focused on digital music management. MusicRip was founded on a shoestring budget and immediately profitable. The business grossed over \$30K in revenue in the initial six months of operation and was sold in early 2005.
- Business operations management included all aspects of organizational birth. MusicRip was built as a customer-focused concern. Handled immediate business requirements such as accounting, cash flow management in line with strict budgetary guidelines, hiring of contractors, establishment of customer service policies, client management, consumer-based web sales, commercial account telesales, shipping and receiving procedures, branding and market positioning, competitive analysis, advertising procurement, return on investment analysis, and opportunities for growth.
- Included development of functional online presence that was customer-friendly, informative, search-engine optimized, and allowed for immediate online purchasing. Created custom internal CRM and ordering system with ties to online storefront.
- Authored algorithms for cataloging and managing digital music in various formats including MP3, AAC, WMA, and FLAC incorporating a wide range of customizations on

quality, such as encoding, tagging, archiving, and pricing for resale in both real-time and batch mode.

- Built a streamlined digital audio production system from off-the-shelf commodity hardware. Distributed system had ten terabytes of redundant online storage capacity and was capable of ripping 192 CDs per hour.

**HEURISTIC SEARCH INC.**

**San Jose, California**

*IT Manager/System Administrator, 1998-1999*

- Managed all network and system functions for national human resources management firm. This included implementation and management of a VPN-based WAN, a custom internal customer and candidate management system, accounting and payroll automation tools, and various IT infrastructure components, including security systems, web, email, database, and backup. Administrative functions included IT purchasing and budget management, contract negotiation including ancillary telecom services, and monitoring and preventing abuse of corporate IT and telecom resources.

**SHAMAN PHARMACEUTICALS**

**South San Francisco, California**

*Desktop and User Support Coordinator, 1997-1998*

- Hands-on technical coordinator supporting all desktop and mobile systems, including hardware and software recommendation, purchase, configuration, deployment, and maintenance. Responsible for inventory of all IT related equipment, including establishment of record keeping methodology. Assisted heavily in network administration (heterogeneous Windows NT/Novell Netware/Mac OS environment) and management functions, including policy establishment, documentation of internal systems, backups, user account administration, and physical wiring.

**AQUENT INC.**

**Various Locations, California**

*Information Technology Consultant/Graphic Designer & Prepress Specialist, 1997*

- Supported clients as a contract employee in various industries including banking, manufacturing, pharmaceutical, and publishing. Led to position at Shaman Pharmaceuticals.

**KINKO'S INC.**

**San Ramon/Hayward, California**

*Computer Services Manager, 1995-1997*

- Management position supervising staff of four. Responsibilities included network administration and desktop support in addition to layout, design, and digital output services.

