

Altan Khendup

Northern California Greater Bay Area
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Enterprise Architect

Expert designer of enterprise architecture and technical solutions who simultaneously masters big picture strategy and minute technical details. Designs highly scalable system architectures that accommodate future growth, minimize risk, and optimize long-term investment in IT infrastructure. Throughout career, succeeded in progressively demanding technical and business-leadership roles at Sun, AT&T and other top companies. Coaches and mentors developers, technologists and business professionals.

Areas of Expertise

Project management • Open Source Technologies • Google APIs • AJAX • Web Services • SOA
Machine Learning • Microsoft Sharepoint • iPhone Development • PeopleSoft CRM • Enterprise Application
Scalability and Performance • Oracle Database Performance Management • Search Engines

Professional Experience

AT&T Internet and Long Distance Broadband Division, San Ramon, CA 2003-Present

Largest provider of local and long distance telephone, DSL and wireless service in U.S.

Technical Architect

Designated expert for mission-critical Internet Broadband DSL Ordering and Care business (portfolio includes Yahoo! DSL). Supports over 6,000 business users on 7x24 basis. Applies advanced technologies to achieve organizational goals, for example: production support, cross functional training, open and effective communication and knowledge sharing. Creates communities and internal social networks that enable collaboration on numerous strategic business issues. Implements technology and architectural strategies that use third-party software (Oracle/PeopleSoft CRM) and internal applications.

- Saved \$87 million on project investment and rescued combined product line (\$5 billion): Achieved successful production deployment of *Broadband Ordering and Care* application (previous three attempts had failed). Acted as primary scalability, performance and development architect.
- Acted as primary architect for AT&T technical and business groups that contributed over \$210 million cost savings—and generated \$100 million additional revenue—over five years by managing large CRM implementation (Oracle PeopleSoft). Did hands-on coding; managed AIX and Linux environment, Oracle database, scalability engineering and tuning.
- Led CRM 2.0 initiative resulting in product- technical roadmap and action plan for next generation CRM for 13-State region. Improved business capabilities with potential revenue gain of \$3 million within three months. Achieved minimal costs (under \$300,000). Used agile development methods, search engine technologies, web services, SOA, orchestration and enterprise service bus.

SUN MICROSYSTEMS INC, San Jose, CA

2001-2002

Multinational vendor of computer and software. Approximately \$13.4 billion annual sales and 33,000 employees.

Technology Solutions Architect

Evaluated technology and advised upper management on strategic uses—and business impact—of new technologies. Facilitated adoption of new technology within Sun by key software and services product lines.

- Architected and implemented messaging service for mission-critical response center app used by field engineers. Achieved 25% improvement in satisfaction rating from top Sun customers.
- Led the way for two strategic investments into Sun Fire and multimedia products that returned over \$4.7 million to targeted product lines. Managed \$75 million technical-investment portfolio (in collaboration with four technical advisors and senior management representatives).

SITEROCK CORPORATION, Emeryville, CA

2000

Startup company acquired by IBM. Monitored networks and business Web sites and corrects problems.

Chief Technology Architect

Led software development, systems admin, web services and database group. Advised top management regarding strategic technology vision, including ROI, cost/benefit analysis, schedules and prototypes.

- Managed development team under tight deadlines and limited resources. Created web services that allowed multiple product lines to communicate with one another, result: Integrated electronic service level agreements for 14 enterprise customers worth \$1.3 million.
- Collaborated with CTO and COO to create innovative technical and business-delivery architecture, result: Reduced time for technical deliveries to sales force by 75%. Also won three new customer deals, 15 extension deals and \$2.1 million additional annual revenue.

PEOPLESOFT, Pleasanton, CA

1997-1999

Acquired by Oracle. PeopleSoft's main product suite provides human resource management systems (HRMS).

Manager

Provided technical infrastructure and support services for internal product community (PeopleSoft Supply Chain Manufacturing). Built and managed technical team that produced hardware and software platforms.

- Moved entire campus of PeopleSoft personnel from outlying office to corporate HQ. Accomplished move with minimal downtime (three days) during six-month development cycle.
- Collaborated with key business owners on new lines of business started by PeopleSoft, resulting in \$2.4 million new sales within first six months.

GE CAPITAL, San Francisco, CA

1996-1997

One of four major units of General Electric.

Database Manager.

Saved \$48 million by upgrading databases—within 48 hours with no business disruptions—to support global rollout of Oracle Financials to over 100,000 users. Also generated \$10 million in new revenue due to increased capabilities of new platform.

KPMG, Palo Alto, CA

1995-1996

Professional services firm, approximately 137,000 people and \$22.7 billion annual revenues.

Senior Consultant

Showed clients best practices on topics that included practical data architecture and performance improvement, for example: How to increase capacity and performance for apps on existing hardware. Exceeded expectations such that Fair Isaac re-engaged KPMG for two more projects (initially valued at \$3 million).

TOYOTA NUMMI PLANT, Fremont, CA

1990-

1994

Joint venture of General Motors and Toyota to build vehicles in the U.S. (New United Motor Manufacturing Inc).

Technical Specialist

Improved performance and stability of legacy Financial Assets System. Took on progressively increasing responsibilities for applied technology, financial analysis and plant operations.

- Upgraded legacy Fixed Assets application that outperformed estimated budget by \$2 million and helped save \$10 million in capitalized expenses over three years.
- Architected and improved in-house plant physical inventory application developed by Toyota. Improved overall efficiency and accuracy, resulting in \$6.3 million in savings first year.

Education

M.S., Computer Information Systems, University of Phoenix
B.S., Computer Information Systems, DeVry Institute of Technology

Technical Proficiencies

Databases: Oracle (10g, 9i), DB2, MS SQL Server, MySQL

Operating Systems: Solaris, HP-UX, AIX, Windows XP, RedHat Linux (and other distributions), Ubuntu.

Packaged Software: Business Objects, Oracle tools, BEA Tuxedo, BEA WebLogic, Symantec i3, Wily Introscope, Quest TOAD, Quest STAT, Oracle PeopleSoft CRM/Financials and related PeopleSoft tools, IBM WebSphere, EMC Patrol, Mercury LoadRunner.

Languages/Frameworks: SQL, PL/SQL, PeopleTools, UNIX shell scripting, PHP, CakePHP, Symfony, PERL, Javascript, HTML, Java, XML, BPEL, Ruby on Rails, Ant, Python, Apache, JBoss, Hibernate, JDeveloper.

Miscellaneous Technology areas: Web services, SOA, ESB, Search Engines (technologies such as Lucene, Solr and Nutch), Collaboration (Microsoft SharePoint, Drupal, Twiki), and distributed computing with Hadoop