John Panzer

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SUMMARY

Proven track record creating innovative products with complex requirements. History of assembling and managing highly productive software development teams. Demonstrated ability to work and communicate across teams and organizations to accomplish goals. Sixteen years of experience in the software industry developing highly scalable consumer web applications, enterprise software, and desktop products. Expert in requirements analysis, design, architecture, and implementation; extensive experience with Unix platforms, web services. distributed systems, user interface design, Java, and C++.

EXPERIENCE

System Architect, AOL (2006 – present)

- Drove technical requirements and design for AOL's RSS and blogging initiatives. Promoted open standards within AOL; engaged with wider technical community and evangelized AOL's Web 2.0 strategies. Performed due diligence on potential partners and acquisitions.

Senior Technical Manager, AOL (2002 – 2006)

- **Created the AOL Journals blogging service** for AOL subscribers. Led team through several releases. Drove back end and API improvements and integrations with other AOL applications; opened free service for AIM users in mid-2005. Prototyped more agile six week development cycle which served as model for other teams.

- Managed the AOL Calendar web application team, driving performance and capacity improvements and instituting quantitative goal and measurement practices.

- Rolled out AOL Polls service; supported 2004 online election coverage with **innovative InstaPoll feature**; scaled system up from 500K to 8M operations/day over 2 years.

- **Managed team of up to eleven** software engineers creating or maintaining the Groups, Polls, Rostering, IM Bots, Web Calendar, Journals, and Feeds and Favorites products.

- **Improved processes through selected agile development methods**, providing better visibility of schedules and feature set.

- Contributed to RFC 4287 (Atom) as part of IETF Working Group.

Instructor, UCSC Extension (2000 – 2004; part time)

- **Developed course content and taught** object oriented programming in Java and C++; C++ STL/generic programming.

Principal Software Engineer, Netscape/AOL (1999 – 2002)

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- **Led development team** and designed architecture for common Groups infrastructure components.

Developer, Computer Associates (formerly Infresco Corporation) (1998)

Technical Project Lead, Infresco Corporation (1997-1998)

- **Managed 4 person development** team to extend architecture and provide a reusable C++ plugin framework for Opal 2.0.
- **Managed schedules and communication** between internal technical groups; planned feature sets.
- **Reduced schedule risk** significantly by instituting configuration management procedures including daily build and smoke test.

Manager, Design and Documentation, Infresco Corporation (1995-1997)

- Designed data transfer interfaces to facilitate plug-in architecture; designed and implemented major portions of Opal UI.
- Developed prototype for Opal 2.0 shown at Demo '97.
- Managed documentation team.

Consultant, Santa Cruz Operation (1995)

Lead Developer, Kindle, Inc. (1990-1993)

- Implemented large portion of Simply Money, a personal finance program for Windows 3.x. Led four person development team through multiple release cycles.

PUBLICATIONS AND TALKS	- AIM Pages, Blogging, and Widgets, *presentation at Widgets Live*, (November 2006). - RSS/Atom Feeds Best Practices, *presentation at AOL*, (August 2006). - Identity 2.Open, *presentation at AOL*, (May 2006). - RFC 4287: The Atom Syndication Format, *(contributor)*, (December 2005). - A Toolbox of String Classes, *C/C++ User's Journal*, 19, 7, 10-23 (July 2001). - Automatic Code Instrumentation, *C/C++ User's Journal*, 17, 1, 47-55 (January 1999).
PROFESSIONAL AFFILIATIONS	**Association for Computing Machinery**, member 1995 – present. **IEEE Computer Society**, member 1999 – present. **IETF**, active Working Group member 2003 – present.
EDUCATION	**University of California Santa Cruz.**, Santa Cruz, CA M.S. in Computer and Information Sciences, 1995. Thesis: *Property Lists: An Experimental Comparison of New Property Editor Designs.* **University of California Santa Barbara**, Santa Barbara, CA. B.S. in Computer Science, 1990.
PROFESSIONAL INTERESTS	Software engineering and agile methods, social software, Web architecture and services, information architecture, user interface design, and disruptive innovation.
REFERENCES	Available upon request.