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EXPERIENCE:

8/96 – present

6/10 – current

Pegasystems Inc

Cambridge, Massachusetts

Systems Engineer Fellow (GCS)

Lenoir, North Carolina

As a Systems Engineer Fellow (SEF), I work as an individual contributor, leading the efforts of developing and maintaining multiple in-house production applications (PegaSupport, Metis, Hot Fix Self-Service and Support On The Web).

The SEF is a critical contributor to the entire global support operation as a member of the GCS Applications and Systems Team. As a member of this team, the SEF helps craft organizational and process improvements within the applications used to support GCS and our customers. The SEF also contributes to the mentoring of GCS Staff in both operational and technical expertise by engaging resources to help drive deliverables and product enhancements for each of the in-house applications.

The SEF works as Scrum Master in the GCS Apps Development Team ensuring the team remains focused on Sprint deliverables, timelines and accountability in enhancing and maintaining the PegaSupport Application Suite products.

The SEF works as a DBA on the PegaSupport Application Suite Products to maintain and consistently improve the level of support and performance required of Production and Development level environments. Coordinates with internal resources as needed to maintain a 24x7 up-time for all PegaSupport environments (Production, Staging, Test/QA and Development).

The SEF is responsible for maintaining current knowledge set of previous and current PRPC Releases by upgrading in-house Production and Development environments with early releases to provide feedback to engineering to ensure the highest quality release is available. The SEF also keeps current with new technologies to aid in day-to-day activities and deliverables.

7/08 – 6/10

Carolina

Technical Solutions Engineering Fellow (GCS)

Concord, New Hampshire & Lenoir, North

Providing Technical Support and Solutions to internal departments and external customers as needed for Pegasystems's Products. Worked with internal engineering leads with insight, bugs, enhancement recommendations on latest PRPC releases. This was achieved by upgrading every release of PRPC including service packs and executing a series of repeatable and reliable tests to ensure no degradation of performance or functionality and include new features in test suite. Created applications using new features and provided feedback to engineering and product management leads.

5/06 – 7/08

Massachusetts

PRPC Operations Director

Cambridge,

Provide technical and operational implementation thought leadership toward the deployment of PRPC, Frameworks and Applications for Technology Deployment.

- Work with Engineering management and peers from other groups within the company, to develop operational best practices which lead to the highest quality customer experience with PRPC with emphasis on PRPC deployment and PRPC operations.
- Responsible for the overall architectural design and integrity of deliverables, being mindful of issues such as ease of use, integration with existing systems, repeatability and performance.
- Accountable for the review, design and implementation of upgrade operations processes for new releases of PRPC. Researches upgrade options for back releases of PRPC. Work to enhance the maintainability and upgradeability of the rule base by developing and improving on existing PRPC guard rails.

- Responsible for ensuring that proper documentation and knowledge transfer mechanisms are in place to enable ongoing maintenance of Engineering legacy systems including RulePRO and all related systems used by Engineering.
- Provide PRPC operations leadership, guidance, and coaching for Engineering, Product Management, GCS and IT.
- Be the internal “voice of the customer” for engineering with respect to operational issues.
- Research options, facilitate brainstorming sessions, and apply innovation of PRPC technology to exhibit the build for change vision.
- Develop and maintain RulePRO and other PRPC based engineering systems to support engineering management priorities on the latest edition of PRPC and as a showcase “build for change” PRPC framework.

Software Quality Assurance Manager / Technical Support (1/2000 - 4/2006)

- Manages and implements Metrics, Standards, Processes, Reporting and Bug Qualifications from internal/external sources. Content Management, Component Quality Index, Defect Metrics, Testing Techniques and Operational Management of Development/Bug/Support system that monitors all aspects of the product.
- Created and manages production application to monitor testing efforts (time to test, research/understanding time and test execution time) and provide product management with up-to-date timeframes for QA cycles so that General Availability dates can be met. Production application comprised of support, project management (engineering), bug tracking/resolution and test engineering results.
- Manages and implements all aspects of Metrics, Standards, Processes, Reporting and Bug Qualifications from internal/external sources.
- Manages 6 internal and 20 outsourced quality engineers with daily conference calls, email and other communications as required. Manages 4 teams offshore comprised of Test Execution, Test Design, Test Automation and Bug Qualification.
- Planned, proposed, implemented and setup \$120,000 Quality Assurance Lab consisting of 45 client, server and database machines to bring QA to an Enterprise level Quality Assurance Department. QA Lab implemented uses state of the art client software specifically designed to maximize hardware and reduce cost, increasing ROI.
- Planned, proposed and implemented Quality Assurance Department in Jan 2001. Hired Quality Engineers to handle manual as well as automation efforts required.
- Provide technical support for PegaRULES products for internal and external customers and partners from 2001 thru June 1st, 2003. Trained and transitioned support to Global Technology Services staff. Provided technical assistance daily to Sales (external customers) and Support (internal/external) customers as required.

Other positions held: Development Knowledge Manager - Project Manager, Design Manager, Knowledge Network Associate, Senior Solutions Architect, Solutions Architect. (1996-2000)

- Manage team of Solution Architects responsible for the daily configuration requirements to design and build the PegaRULES (a foundation platform), Process Commander Portal (a workflow management system) and RulePro (a project management system) applications. Assisted in the design and implementation of new features and functionality as directed/needed. Implemented and maintained security access rules in web-based environment in the PegaRULES systems.
- Designed and Implemented process for knowledge creation, sharing, conversion and by identifying needs and prioritization in terms of value to the business. Managed day-to-day project management of workflow management system, working with senior management to define, design and deliver product to market.
- Provided developers with design decisions and feedback on all proposals by applying previous business knowledge from 3 prior projects that resulted in \$3mm in annual revenue.
- Assisted with creation of a corporate Knowledge Network initiative by centralizing data, documents, demonstrations and sample (working) configurations.
- Assisted in the design, creation and implementation of the PegaPAYMENTS (formerly Money Transfer) Template solution and expanded the capabilities of the configuration to increase sales revenue and reduce implementation cycle. Converted template from a PL/I system to C++ to be more web driven to take full advantage of HTML, ActiveX, Java and Java Scripting technologies. Converted database platform from SQL to Oracle for better scalability and performance. Supported installation efforts for new clients and presentations of the template

during the sales cycles to secure sales efforts by attending and presenting product demonstrations at Industry Trade Shows.

- Provided support for installation efforts, sales presentations and client consultants responsible for each client install. Created documentation to support installations, demonstrations and technical overview of the template. Created 4 PegaSEARCH databases to support inbound messages from external sources.

12/88 - 8/96

Fleet Services Corporation/Shawmut Bank, N.A.
(now Bank of America)

Boston/Framingham, Massachusetts

Positions held (recent first): Senior Re-Engineering Project Analyst, DBA/Application Specialist Supervisor, Research and Resolution Supervisor, Senior Customer Service Coordinator and Customer Service Coordinator.

Responsibilities included:

- Developed and implemented and managed business workflows by analyzing current workflow processes of each department preparing to utilize the Pegasystem for the first time or those departments already using the Pegasystem.
- Managed projects from inception to completion to ensure timeliness, accuracy, user satisfaction/understanding and cost effectiveness of the completed solution.
- Developed, installed and trained staff of 200 for new process of entering cases into a production system in the Pegasystems environment. Created management reports from the Pegasystem for volume totals, error tracking and problem analysis. Trained Customer Service Representatives, Training staff and backroom areas (departments receiving electronic requests).
- Supervised the Telephone Transfer Data Entry, Stop Payments, Check Order Processing, Mutual Funds, Product and Promotion Fulfillment's. Maintained updated procedures for each unit as well as administering annual performance evaluations to seven staff members. Position required the development, installation and training of new P.C. Software (written in Clipper 5.2) for the department.
- Responsible for all PC maintenance, upgrading and repairs for the department. Data Security Administrator for the department and Procedure/Policy developer. Assisted in the Tri-State Standardization Project of converting MA/RI customer base using Bank By Phone, to use a new Telephone Transfer Service.
- Managed daily operations of Installment Loan area including Equity Loans/Lines, MasterCard and Visa requests. Reported to management the weekly statistics and recommendations of new procedures. Assisted with the consolidation project of the Telephone Transfer Department in Hartford, CT to 1800-SHAWMUT.
- Provided support for word processing of all correspondence for 1800-SHAWMUT, data entry of Bank By Phone transfers and any other clerical support for the Customer Resolution department as needed. Responsible for the daily settlement of commercial and residential transfers totaling 5+ million dollars.

**ADDITIONAL
EXPERIENCE:**

1988 - present

Madden Software Service (www.maddenssoftwareservice.com)

Lenoir, North Carolina

Owner – Website Designer

- Providing domain hosting through iPowerWeb.com, NameSecure, BuyDomains or others as requested by the customer. Design/Redesign and build high quality websites for personal and commercial customers.
- Upgrade operating systems (Windows 95, 98, NT, 2000, XP, Window 2000, 2003, W7 & W8) to reflect changes for security and general upgrades. Instruct clients on how to use the tools provided by the domain service. This business is worked on a part-time basis.
- Provide eCommerce (online shopping) for clients as requested using services like PayPal by setting up configuration and training on use of payments/notifications, maintenance, reporting and other analysis used in promoting and growth of the organization.
- From 1988 – 1999, provided expertise in name brand computers and software utilized in corporate and residential environments. Services included: Consulting, Tutoring, Resume Preparation Services, Word Processing, Database Programming, Application Programming, Process Re-Engineering, upgrades and Re-Sale of all Computer related products designed and ordered to meet client's specifications and budget. Offered Software development written in Clipper 5.2 and Windows development in Visual Basic 4.0 for Windows.

2006 – present

Hedgewitch Crafts (www.hedgewitchcrafts.com)

Lenoir, North Carolina

Owner – Online & Brick and Mortar Pagan Store (family business)

My wife and I started this business early in 2006 online and in 2011 we remodeled our home and opened a store. Our small investment of capital (\$5k) to get the business started in 2006 has since paid off when we finally opened the store and have customers coming in to purchase products.

To promote this change in the business, I created a mobile version of our website, advertised heavily on facebook, google and linked in websites. Email campaigns also were very successful using Vertical Response as well as word of mouth (the best form of advertising). Responsibilities as a webmaster of the site includes updating images, products, descriptions, packaging and shipping and processing of orders. I am responsible for all financial aspects of the business including accounting (expenses/receipts), inventory, revenue generation, quarterly taxes and reporting.

HARDWARE AND SOFTWARE EXPERIENCE

EDUCATION	YEARS USED	SKILL LEVEL
Java Script	5	Beginner
Dreamweaver 3 & 4, MX 2004 (installing and creating websites)	1	Beginner
Unix (commands)	4	Intermediate
C++ (reading, not writing)	3	Beginner
Empirix e-Test Suite (installing and using)	2	Beginner
MS Web Application Testing Tool	1	Beginner
Java Programming Language (reading, not writing)	4	Beginner
Adobe Acrobat Reader	5	Beginner
Crystal Reports	1	Intermediate
Visual Basic 4.0 (programming)	2	Beginner
Real Producer (installing and creating audio recordings)	2	Beginner
Flash 5 (creating flash presentations)	1	Beginner
Windows 95 (installing, maintenance, use)	7	Expert
Pegasystems Software (releases 5.3.5 and above)	16	Expert
Windows 98 (installing, maintenance, use)	8	Expert
MSDOS 3 – 6.22 (installation, command line, etc)	15	Expert
Yahoo, AOL, MSN and Trillian IM's	6	Expert
WinZip, PkZip (archive tools)	13	Expert
Lotus ScreenCam (recording, playing)	5	Intermediate
Windows NT 4.0 (general operations/use)	7	Intermediate
XML (reading and understanding)	6	Intermediate
Paint Shop Pro 5 -> 8 (creating images, snapshots, etc)	6	Intermediate
Visio 2000 and 2003 (creating diagrams, flowcharts etc)	7	Intermediate
HTML (writing, reading, designing UI)	7	Intermediate
MS Publisher (creating websites, business cards, etc)	3	Intermediate
Windows XP Home/Professional (installing, use, etc)	4	Intermediate
Windows 2000 (installing, use, etc)	5	Expert
Style Sheets (CSS) (creating and designing)	3	Intermediate
MS Project 98 (installing, creating, maintaining and use)	3	Intermediate
MS PowerPoint (installing, creating presentations etc)	8	Intermediate
MS Word (installing, creating, use)	10	Intermediate
MS Excel (installing, creating, use)	8	Intermediate
MS Outlook (installing, using w/exchange server and w/o)	8	Intermediate
Internet Explorer 4 – 10	7	Intermediate
Firefox (all)	5	Intermediate
MS SQL 7 and 2000 (installing, creating databases, maintenance, etc)	7	Intermediate
Bullet Proof FTP and general FTP commands	6	Intermediate
Sun (command line usage only, not installation)	3	Intermediate
Oracle 8i/9i/10g/11g Databases (installing, creating databases, maintenance, etc)	6	Intermediate
HTML Calendar Maker Professional	2	Intermediate
Sunbelt Remote Administrator	9	Intermediate
vmWare Workstation 4 – 8	6	Intermediate
DSL/Cable Installation/configuration	2	Intermediate

FORMAL EDUCATION

2013	LearnersTV Online Training Linux/Unix Basics using Ubuntu and VMware 8 Advanced Linux/Unix using using CentOS and VMware 8	
2011	Kitty Hawk Consulting, Inc Certified Scrum Master for 2011 - 2015	Charlotte, North Carolina
2010	Oracle University Oracle 11g Administration Workshop I R2 - Certified Oracle 11g SQL Fundamentals I - Certified	Sacramento, California
	Pegasystems Inc.	Cambridge, Massachusetts
11/06	PRPC v5.1 System Architect Certification	
1/06	PRPC v4.2 System Architect Certification	
4/04	Rapid Software Testing (www.satisfice.com)	
8/02	Performance Development	
8/02	Performance Assessment	
7/02	Performance Coaching	
6/02	Performance Supervision	
5/02	Performance Management	
	Shawmut National Corporation	Boston, Massachusetts
5/95	Grid Works - Effective Communication Strategies	
9/92	Developing Procedures, Policies & Documentation (I.M.I.)	
5/92	Situational Leadership Training	
4/92	Performance Evaluation Training	
2/91	Supervisory Effectiveness Training	
1989	New England Banking Institute Cross-Selling Financial Services	Framingham, Massachusetts
1/83 - 9/83	Fayetteville State University Major - Computer Science with Concentration in Mathematics (24 credits)	Fayetteville, North Carolina
9/74 – 12/77	Assabet Valley Regional Vocational High School Major – Data Processing (IBM, NCR Key punch, COBOL, RPG II, BASIC)	Marlborough, Massachusetts