

Shawn Van Ittersum

331 Curtner Ave #E, Palo Alto, CA 94306 • mobile: 650-283-1860
email: svcalifornia@gmail.com • web: www.shawnvanittersum.com

QUALIFICATIONS SUMMARY

- Dynamic self-starter and former entrepreneur in web-based social and productivity applications.
- Creator of Ruby Kiss, an MVC web application framework using Rack, Erubis, and Sequel ORM.
- Successful record of designing and implementing web applications with intuitive user interfaces.
- Award-winning problem solver, inventing and improving processes to maximize workflow efficiency.
- "His solutions are surprisingly elegant, intuitive, and aligned with the needs of my business."
— Eva Holtz, Founder, PrepPoint Education

WORK EXPERIENCE

Founder and Software Engineer, AppJudo Inc., Palo Alto, CA, 2012

- Created a new iPad app for capturing ideas and achieving goals, including writing, brainstorming, outlining, organizing, and navigating information in an easy-to-use outline paper-pad format.
- Developed and launched a service for beta tester registration and over-the-air iOS app distribution.
- Produced and delivered web and iOS applications for medical and education clients.

Web Front-End Software Engineer, Box, Inc., Palo Alto, CA, 2011

- Refactored and extended JavaScript libraries used throughout Box's web-based service.
- Designed and developed a bug tracking and prioritization dashboard for Box Engineering.
- Collaborated with automated testing team to design streamlined testing processes.

Software Engineer, Cloudera, Inc., Palo Alto, CA, 2010-2011

- Envisioned and designed user interfaces for Cloudera's web applications for Apache Hadoop.
- Implemented web applications in Java with Spring MVC framework and Jamon template language.
- Created reusable web page components in JavaScript, CSS, and HTML, leveraging Dojo toolkit.
- Optimized MySQL queries and indexes for 1,000x speed improvements, for more responsive UI.
- Improved code reuse of Cloudera's Python-based directory and test suite application for JS assets.
- Created tools in Ruby for publishing Git commits to code review app, with bug tracker integration.

Founder, MultiWidget, Palo Alto, CA, 2007-2010

- Developed web application for Clean Tech Open (education and funding organization for startups), facilitating sales, customer support, event scheduling and registration, internal communication and collaboration, resource allocation, and management of hundreds of volunteers nationwide.
- Architected MaxMinder, a comprehensive online software suite for contact and task management.
- Developed Magic Intros, a social application for introductions through friends on Facebook.
- Designed MultiWidget music jukebox widget and consumer-oriented web site for customization.

Founder, Vantech Corporation, Burlingame, CA, 1997–2007

- Managed product lifecycle of Vantech web hosting offerings from introduction to market maturity.
- Developed WebSupreme and FourBucks.net brands to target distinct niches and price points.
- Designed attractive and effective web sites to promote and sell Vantech's web hosting services.
- Developed interactive order forms to process credit card transactions, set up new web hosting accounts, and email service access credentials to customer automatically in real time.
- Built web-based CRM database using custom-written MVC libraries, used by Vantech staff to manage clients, add and modify services, reward referrals, and send personalized email updates.
- Produced automated billing software to generate attractive invoices in Rich Text Format (RTF) for batch mailing, accept and process online payments, and setup monthly automatic bill payment.
- Developed personalized self-service technical support center with user guides, automatic server and network troubleshooting tools, and communication with technicians via web-based helpdesk.
- Developed web-based lead management system for managing inbound and outbound marketing campaigns, facilitating lead acquisition, prioritizing active leads by status and activity, messaging between sales reps and leads, and managing users' individual opt-out privacy preferences.

Web Development Consultant, PrepPoint Education, 2005

- Designed MySQL relational database to manage PrepPoint's multi-homed network of tutors, clients, and courses of study offered, as well as working relationships between tutors and clients.
- Developed multi-stage client registration form facilitating registration of all of a household's children.

Network Vulnerability Analyst, National Security Agency, Fort Meade, MD, 1996-2003

- Chosen one of 25 annual inductees for prestigious agency training program including full-tuition scholarship to the university of my choice, plus on-site summer positions and year-round salary.
- Served as NSA's liaison to the CERT Coordination Center (CERT/CC) at Carnegie Mellon's Software Engineering Institute (SEI), reporting information on emerging Internet security threats.
- Improved CERT/CC workflow processes by identifying and sequencing common tasks and developing database-driven progress tracking, increasing quarterly vulnerability reports by 180%.
- Automated communication of vulnerability information to hundreds of affected vendors by scripting CERT/CC's in-house tools for contact management, PGP encryption, and email archival.

EDUCATION

B.S., Computer Science, *cum laude*, 2000, Carnegie Mellon University, Pittsburgh, PA, GPA 3.9 major

TECHNICAL SKILLS

Over 15 Programming Languages – Ruby, Java, SQL, JavaScript, AJAX, HTML, CSS, Python, PHP

Software Engineering Expertise – Object-oriented programming (OOP), MVC web app frameworks, UI design, system architecture, database optimization, Apache Hadoop, open-source development

Collaboration Software – Git, Subversion, Review Board, iWork, MS Office, Adobe Creative Suite

HONORS AND AWARDS

Canfield/Roseman Senior Entrepreneur of the Year 2000, Carnegie Mellon University