

Richard Frainier

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Software Engineering Leader

Twenty years experience leading the engineering of award-winning software products in both large companies such as PeopleSoft and startups across several application areas (call center, manufacturing, retail banking, life science, healthcare).

Software experience includes hands on design and coding, architecture selection and refinement, and building, scaling, mentoring and motivating engineering teams.

Managed 100 engineers and computer scientists in large companies and led product development with small teams at five startups. Led engineering for seven new products, as well as numerous follow-on releases.

WORK HISTORY

VERINT (WITNESS SYSTEMS, EXAMETRIC), Sunnyvale, CA 2006 - 2008

Call center workforce management (planning, scheduling, quality monitoring) software.

VP Engineering Operations (2006 - 2008)

- Improved software development processes, including management reporting, quality metrics and development agility while leading 100 engineers in India, Vietnam, and the USA.
- Restored technical credibility of software quality assurance function to top management, allowing on-time release of suite v7.8. Java EE.
- Restored financial controls: swung 34% over spend to 7% under spend on \$7.3M budget.

Director Software Engineering (2006)

- Forged predictability in software development function, allowing on-time release of v6 product set. .NET SaaS.
- Assisted pre-acquisition technical diligence of Exametric by Witness Systems.

SEA STATE 1 SOFTWARE, Oakland, CA 2003 - 2006

Medication administration software. Low sales volume led to closure.

VP Software Engineering/Founder

- Conceived, architected, designed, and programmed patient safety software system with very low burn-rate. .NET. SaaS.

BLUE PUMPKIN SOFTWARE, Sunnyvale, CA 1999 - 2003

Call center workforce management (forecasting, scheduling, activity management) software.

VP Software Engineering (2001 - 2003)

- Led 32 in the development and extension of new J2EE software product suite that drove customer growth from 700 to over 1,000.

Director Software Engineering (1999 - 2001)

- Built team of 12 engineers in demanding recruiting environment to launch new Java web product and extend existing client/server product.
- Led numerous software product releases that drove customer growth from 250 to 700.
- Led effort to dramatically improve software development processes and resulting quality. Drove open issue list for client/server product from 1,000 to 200.
- Led effort to develop repeatable process for creating 5 foreign-language versions of products.

PEOPLESOFT (RED PEPPER SOFTWARE), Pleasanton, CA

1994 - 1998

Manager Software Engineering (1997 - 1998)

- Built and led team of 10 engineers in the creation of new business intelligence product (Demand Planning) under an aggressive timeline. Designated PeopleSoft “Release Hero.”

Director Services Engineering (1996 - 1997)

- Led 12 engineers in custom implementations of enterprise supply-chain software.
- Led development of technical training courses and customization methodology allowing rapid expansion of extended team.

Project Manager (1994 - 1996)

- Led complex enterprise supply-chain optimization software implementation projects for marquee accounts (Sun Microsystems, Texas Instruments, 3Com). All customers provided excellent references driving follow-on business and subsequent acquisition by PeopleSoft.

RECOM TECHNOLOGIES, San Jose, CA

1989 - 1994

Contract scientific research services to NASA.

Deputy Project Manager & Principal Investigator (1993 - 1994)

- Co-administered up to 68 scientists & engineers working at NASA Ames Research Center.
- Led software design, architecture and coding in applied research group.

Manager & Computer Scientist (1989 - 1993)

- Administered up to 39 scientists & engineers working at NASA Ames Research Center.
- Helped grow team from 6 to 39 at expense of competitor by increasing customer satisfaction.
- Led development of software product used on Space Shuttle. Products won NASA awards.

EDUCATION

MBA, Information Systems, National University, San Diego, CA

BS, Physics, Illinois Institute of Technology, Chicago, IL