
SCOTT T PARROTT

BSEE · MBA · MS in Engineering Mgmt

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SOFTWARE DIRECTOR · PRODUCT MANAGER · IT TECHNICAL CONSULTANT

Creative and results-oriented professional with extensive product knowledge and technical background. Experienced in originating, developing, and demonstrating new concepts and designs. Reputation as a hard working and highly motivated self-starter with strong communication and persuasive presentation skills. Analytical problem-solver with the ability to identify needs, provide technical assessments and recommendations, and implement streamlined solutions. Customer-focused and always displaying high levels of professionalism. Capabilities include:

KEY STRENGTHS

- Product Planning & Design
- Product Management
- IT Service Management
- Software Development & Mgmt
- Solution Concept to Execution
- Software Development Life Cycle
- Project/Program Management
- Systems Integration & Deployment
- Best Practice Methodologies
- Consultation & Negotiation
- Technical Documentation
- User & Technical Training

In-depth knowledge and experience with Internet technologies and Software as a Service (SaaS) implementations.

CAREER HIGHLIGHTS

- ➔ Designed and developed home grown IT service management application that replaced \$1M outsourced app.
- ➔ Led ITSM expansion and training initiative to regional customers that sped the adoption of service management application across the Americas in less than 6 months and to select worldwide locations within 18 months.
- ➔ Created SOP bible for all systems and processes associated w/ problematic and process-deficient IT organization effectively reducing new user setup from 8 to 1 hour and user rights/permissions terminations to 10 minutes.
- ➔ Designed and developed telephony-integrated, real-time lead management, distribution, and response system that improved first contact ratios by over 60%.
- ➔ Built and grew software division for Sunscape Enterprises from the ground up into an efficient and highly productive development organization.

MANAGERIAL / LEADERSHIP SUMMARY

2 years managing small team of software developers focused on open source technologies. 3 years managing IT development team to advance worldwide infrastructure provisioning and mgmt application.

HONORS / AWARDS / PUBLICATIONS

- ➔ Sole inventor of a patent-pending circuit management system (Hewlett-Packard)
- ➔ Co-Inventor and author of patent-pending privacy protection technology (Sunscape Enterprises)

TECHNOLOGY AND SOFTWARE SKILLS

<i>Applications:</i>	MS Office, Project, Access, Visio, Photoshop, Flash, StarUML, Eclipse, CVS, Photoshop, Dreaweaver, Flash, starUML, Visual Studio, VSS, Illustrator
<i>DB Mgmt Systems:</i>	Microsoft SQL Server, MySQL, MS Access
<i>Languages:</i>	JAVA, ASP, JavaScript, vbScript, SQL, HTML, CSS, XSLT, SOAP, XML-RPC
<i>Working knowledge:</i>	Web services, Active Directory, Network Security, Firewalls, INET Security Threats, Cryptography, RUP, Information technology security issues, Data mining techniques, Data warehouse design and analysis, algorithms, and methodologies, Quantitative and qualitative market research, OO software design (UML), XML, authoring systems

PROFESSIONAL EXPERIENCE

IMARC – Irvine, CA (Fraud Investigation Law Firm)

Program Design and Development Consultant

2008 – Present

Brought in to design and build from the ground up a new software system to improve efficiencies and facilitate fraud investigation management. Where another consulting firm was unsuccessful in close to a year trying, I consulted, designed, built and implemented a phase I rollout in less than 2 months with the necessary functionality and stability to replace the commercial software application being used by the company.

Sunscape Enterprises – Irvine, CA (Technology software company, < 50 employees, Startup)

Director

2006 – 2008

Lead and manage all aspects of software development and database integrations as well as responsible for overseeing a team of software engineers designing and developing SaaS web applications using open source technologies and best practices. Responsibilities include: scoping functional requirements into technical specifications based on needs; product and project planning; prototyping, storyboards, use cases, RDMS design and data modeling, beta plans, documentation and training; coordination of resources; and technical issue resolution.

Selected Achievements:

- ➔ Established company development methodology using *Agile + Scrum* for iterative development.
- ➔ Orchestrated network re- design and procedural retrofit of production data center with no downtime.
- ➔ Co-inventor and author of new privacy protection system (*Patent Pending*).
- ➔ Successfully implemented 3 robust, scalable, and modular database designs with no major modifications.

Core Financial – Laguna Woods, CA (Small mortgage brokerage, <25 employees, Startup)

MIS Director

2005 – 2006

Developed and managed new mortgage company's IT systems and processes. Established processes and SOPs for IT management and support; and led development efforts to streamline internet lead management and distribution. Responsible for training sales staff on application systems and proper utilization for maximum efficiencies.

Selected Achievements:

- ➔ Designed and built lead filtering application to isolate desired prospects for mailer marketing.
- ➔ Developed web-based sales tools for new hires effectively alleviating need for individual attention & training.

Homefield Financial - Irvine, CA (Mortgage brokerage, > 300 employees)

Senior Loan Officer

2004 – 2005

Responsible for residential refinance and purchase mortgage product sales across the portfolio spectrum.

Selected Achievements:

- ➔ Achieved top 10 status every month in revenue production as sales agent for premier mortgage company.
- ➔ Achieved top 5 status in closed loans out of 80+ loan officers.

GMAC Mortgage /Ditech – Costa Mesa, CA (Direct Lender, > 100,000 employees)

Loan Officer

2003 - 2004

Responsible for Fannie-Mae approved residential mortgage refinance and purchase loan sales in high volume call center environment.

Selected Achievements:

- ➔ Top producer in revenue and sales volume closing on average 40 to 60 loans per month.
- ➔ Received the highest performance evaluation direct manager has ever given.

Hewlett-Packard Company (Technology Company, > 150,000 employees)

R&D Engineer / Product Manager

1999 – 2003

Led development and product management of enterprise ITSM application used by internal IT professionals worldwide. Consulted with various engineering disciplines to flush out product requirements. Scoped and incorporated new enhancements, bug fixes, and retrofits into new releases. Coordinated beta testing and roll-outs/roll-backs. Served as IT process expert and consultant for HP's managed services organization.

Selected Achievements:

- Inventor of web-enabled, *patent-pending* circuit management system submitted by HP's patent division.
- Led ITSM expansion and training initiative to regional customers speeding user adoption of application across the Americas in less than 6 months and select worldwide locations within 18 months.
- Recruited key staff in order to coordinate, prioritize, and gain consensus for new features and functionality.
- Provided key technical consulting recommendations on how Peregrine Systems should incorporate essential functional requirements into Service Desk application prior to HP's contractual licensing commitment.

Hewlett-Packard Company (Technology Company, > 150,000 employees)

IT Process Engineering Consultant

1998 – 1999

Served as lead process improvement consultant for HP's managed services organization. Led examinations of many of ITSM processes and recommended solutions. Led process re-engineering projects, performed presentations, and organized discussions with key service management personnel and management to define "Is" and "New" processes.

Selected Achievements:

- Acclaimed expert in devising systematic solutions for resolving process issues and inefficiencies.
- Specialized in remote presentations, obtaining endorsements from technical staff, and ultimately gaining executive sponsorship to implement change.
- Selected as sole developer of new PC migration desktop utility after program manager endorsed my interface design and prototype over other submissions and canceled plans for parallel development projects.

Hewlett-Packard Company (Technology Company, > 150,000 employees)

IT Engineer/Consultant

1997 - 1998

Responsible for network infrastructure billing, management, and audits for HP's intranet. Managed telecom vendors and contracts and chartered to lead expansion of ITSM application to incorporate other legacy systems' functionality.

Selected Achievements:

- Sole creator of new web-based infrastructure management system replacing \$1M outsourced solution
- Co-led massive IT process integration project unifying East and West coast operations under one umbrella.
- Contributed to design and build of new change management software application for IT Americas.

Hewlett-Packard Company (Technology Company, > 150,000 employees)

Network Engineer at Hewlett-Packard Company

1996 - 1997

Responsibilities included project management and 3rd tier support for network infrastructure installs, changes, and removals. Service management, that includes: new process creation, existing process refinement, and training. Configured and developed in-depth troubleshooting procedures with Cisco router/switches, CSU/DSUs while working in a team environment. Resolved telephony and network performance issues.

Selected Achievements:

- Developed innovative and effective remote troubleshooting techniques minimizing after-hours visits.
- Company expert for technical installation of Cisco's Meeting Place software and audio conf. servers.
- Developed expertise in the following technologies: Cisco routers, SONET, ATM, Frame Relay, PBX integration

EDUCATION, CERTIFICATIONS, AND LICENSES

- JAVA 5 Certification (Pending)
- **Masters of Business Administration** (*Beta Gamma Sigma*)
Cal Poly San Luis Obispo. *Graduated with honors*
- **Masters of Science in Engineering** with emphasis in Engineering Management
Cal Poly San Luis Obispo. *Graduated with honors*
- **Bachelor of Science in Electronic Engineering**, Cal Poly San Luis Obispo