

**TOM GUYETTE**  
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## Professional Summary

With 11 years of broad professional experience including staff management, business process implementation, customer support, software development, technical writing, audio/video production, training, and presentation, Tom Guyette is a well-equipped generalist, capable of spinning up new projects, boosting team morale, and staying productive amidst rapid change. Specialty is creative projects with unusually diverse technical and logistical challenges, where distributed teams need to be brought up to speed on new technology quickly, or where operational gaps between specialists must be filled.

## Education

[Worcester Polytechnic Institute](#) – Worcester, MA 1996

**B.S. Music and Theater Production** – Magna Cum Laude (“With High Distinction”)

**B.S. Electrical Engineering** (all but Senior Thesis) – Acoustical engineering, Logic, Signals, Computer Science

Senior research project studying [the effects of acoustics on singers](#); included contracting facilities with [Bose Corporation](#), soliciting volunteer singers, crafting experimental environment and procedure, publishing findings

## Technical Skills

### Operating systems / servers / frameworks

**Expert:** Windows, WebSphere Application Server

**Intermediate:** JBoss, Apache, IIS; Solaris, AIX, Red Hat Linux desktop, SUSE Linux Enterprise Desktop

**Familiar:** Eclipse plugin dev, OS/400 (iSeries), Debian Linux, Ubuntu Linux, Mac OSX, Windows CE, PalmOS

### Standards

**Expert:** Windows UI design standards

**Intermediate:** J2EE, J2SE, XML, XSL, WebDAV, JSR 170 / JCR, HTTP, JMX MBeans, MIDI

**Familiar:** ODMA, OSGi, SOAP, UML, TCP/IP, USPTO terminology

### Tools

**Expert:** Eclipse/WSAD, Lotus Notes, InstallShield, MS Office, Emacs/Elm, Pico/Pine, VNC, Windows Desktop Sharing, Norton Ghost, Cakewalk Pro and other audio editors

**Intermediate:** Subversion (SVN), ClearCase, CVS; Ant, Maven; Visio, Lotus SmartSuite

**Familiar:** Visual Studio .Net, Flash / ActionScript, cc, gcc, lint, Nullsoft Install System (NSIS), Adobe Photoshop

### General

**Expert:** PC hardware assembly / troubleshooting, software installation / troubleshooting;  
Windows and Linux installation / Ghost imaging; Windows configuration, administration, network setup,  
Training / tutoring / documentation of complex technical concepts in plain English

### Languages

**Expert:** LotusScript / Notes components, InstallShield Multiplatform

**Intermediate:** Java, JavaScript, HTML/DHTML, C/C++/MFC, Unix shell script, Assembly language (small scale)

**Familiar:** C#, CSS

## Experience

### [Integrated Data Corporation](#)

#### **Software Consultant**

December 2006 – Ongoing

Software engineer for a mature small company producing content distribution software for military platforms

- Research new open source technologies for integration into new and existing products (**JSR 170 / JCR**)
- Develop user interface for AJAX-based proof of concept for a mobile client for naval platforms (**AJAX, JavaScript**)
- Establish and document development processes, component usage standards (**Wiki** authoring, **Eclipse, Maven**)
- Brainstorm new features for existing products and new products (**Product Management**)
- Collaborate with QA to review and strengthen test plans, make test execution more efficient

### [T2 Design and Prototyping, Voices.com, Evoca](#)

#### **Technical Consultant**

April 2005 – Ongoing

Various brief technical consulting engagements pertaining to product design, market research, software usability and user experiences, marketing and competitive strategy, and web site testing.

### [IBM Software Group](#) – Westford, MA

#### **Staff Software Engineer, IBM Workplace Rich Client Team**

January 2004 – April 2005

Responsible for complex install and configuration tools binding client installer to server, for a rich desktop application portal

- Extensive experience with structured software development processes, including specifications, feature costing, source control, build, QA test planning and execution, globalization, accessibility, bug triage, documentation, and support
- Created installer for WebSphere Portal Server support of Rich Client users (**InstallShield, WebSphere Portal Server**)
- Maintained desktop installer and download system (**Java Applets, JavaScript, HTML, Linux client administration**)
- Granted US Patents [7,418,281](#), [7,373,635](#); Application [20050149712](#) pending
- Wrote help content for admins / users, worked with editors and designers to establish product-wide doc standards
- Supported internal teams developing for InstallShield MultiPlatform, including authoring a design pattern [white paper](#)
- Volunteer reviewer of “Technologies At a Glance” series
- Worked closely with design team on user-centered design projects beyond my functional area

#### **Staff Software Engineer, IBM Workplace Infrastructure Team**

March 2003 – January 2004

Member of a new megateam developing a customizable, centrally managed rich application portal. Challenges included rapidly varying requirements and organization, shifting infrastructure, communication amidst 100+ developers and testers.

- Represented Workplace Client team on a cross-functional architecture board creating the Workplace server installer
- Facilitated architecture discussions to integrate user desktop installer downloads with existing server infrastructure
- Investigated and trained others in many new technologies that were not widely understood within the team (e.g., early adopter of Linux, one-on-one support for WebSphere and DB2 configuration, OS imaging tools)
- Wrote and maintained manual installation instructions while installer was under development
- Assisted IBM Research designing cutting-edge time management system as “extracurricular fun”

#### **Software Engineer / Senior Software Engineer, Domino.Doc / Workflow**

October 1998 – March 2003

General duties developing, documenting, testing, and supporting an atypically complex **Lotus Notes** application

- Developed and maintained enterprise-wide installation and upgrade system for Domino.Doc
- Experience coming up to speed on new technologies quickly; was hired specifically as a generalist to fill gaps
- Crit-sit representative for many high-profile customer support incidents
- Defined customer support position, interviewed and trained full-time new hire in the position
- Improved product usability / design based on extensive direct customer contact
- Prepared team for corporate security audit, including training and implementation of audit database systems
- Wrote readme.txt for several releases, edited admin / user help docs, contributed to [redbook](#) for developers

### [Lizard Database & Web, Inc.](#) – Boylston, MA

March 1998 – August 1998

**Design consultant** at a small startup evaluating client web sites to improve navigation, clarity, and presentation

### [HyComp, Inc.](#) – Marlborough, MA

December 1997 – February 1998

**Technical editing consultant** to scan a large library of printed technical documents and update / edit as needed

### [Worcester Polytechnic Institute](#) – Worcester, MA

#### **Interim Office Operations Support Supervisor, [CCC Helpdesk](#)**

October 1997

Contracted to manage a work-study staffed computer help desk while interviewing candidates for permanent supervisor

**Program Administrator, [WPI Instructional Media Center](#) / [ADLN](#)**

June 1996 – June 1997

Responsible for managing operations in a seminal distance learning program at a major engineering school

- Managed small team in daily video production, broadcast, and distribution of distance learning classes
- Supported course material development and logistics for faculty and students in three distance learning programs
- Published student newsletter for Manufacturing Engineering degree program (**Writing/Editing/Layout**)
- Wrote many proposals and grants, including Sloan Foundation [grant](#) to fund an on-line community of FPE professionals; [proposal](#) for WPI Class of 1957 to fund an instructional technology resource center; proposal for incorporating DVD technology into MBA curriculum; report to the WPI faculty on improving undergraduate distance learning; ADLN Procedures and Policies manual; Peterson's College Guide promotional copy; web site promotional copy

**Activities****Production / presentation**

- Directed many stage shows / radio shows / musical ensembles in college and community groups
- Paid presenter of Interleaf Bladerunner software at major publishing industry conventions
- Published and broadcast voice-over actor, wide experience as a community theater actor / singer
- Directed live video recording of Handel's Messiah concert for WCCA community cable
- Composed original scores for stage productions of Dracula and Henry V
- Audio editing / production in home studio, including part-by-part rehearsal CDs for Pirates of Penzance

**Additional Training**

<a href="#">CSULA</a> –	Master of Science in Mechanical Engineering (In Process)	2010
	Mechanical Engineering Analysis, Machine Shop	2008
	Manufacturing Processes, Robotics	
	Strength of Materials, Fluid Mechanics, Dynamics	
<a href="#">Art Center College</a> –	Statics, Materials, Thermodynamics, SolidWorks, AutoCAD Drafting	2007
<b>IBM Software Group</b> –	Intro to Communications Sketching	2007
	Industrial Design Modeling	2006
	WSAD / WebSphere Boot Camp	2004
	WebSphere Servlet and JSP Development	2004
	WebSphere EJB Development	2004
<b>Sun Microsystems</b> –	WebSphere System Administration	2004
	Java Developer's Guide to Eclipse	2005
	Solaris System Administration Crash Course	2000
<b>WPI</b> –	Distance Learning Professional Conference in Madison, WI	1995
	Dealing with Difficult People	1995
	Myers-Briggs Type Analysis	1996
<b>Bose Institute</b> –	Acoustical Engineering	1995

**Awards / Affiliations**

- Received "Best support of LPS MA by a Lotus Product Team, 2000" award for Domino.Doc
- IBM "Thanks!" awards from maximum number of peers from interlocking teams in 2006
- Mensa; ΑΨΩ; HKN; TBPI; National Merit Scholar; Charles O. Thompson Honor Society, Honors Program Valedictorian