

Louis J Iacona

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Systems Analyst

Solution Architect

Software Engineer

Application Designer/Developer

Data Analyst

Industry Spaces: Telecommunications, Computing Technology, Financial Services, Transportation, Health and Wellness Products, Pharma, Compliance, Wholesale/Retail, Academia, ...

Skills Profile

Core Technical SDLC Competencies:

- **Methodologies/Frameworks:** RUP, UML, Use-Case Analysis & Elaboration, SCRUM, XP
- Object Oriented Analysis/Design, SOA, Data modeling / relational schema design
- **Web/Internet development & operational standards:** HTTP, D/HTML, JSP, XML/XSL, JSON, XPath/XQuery and related.
- **Computing Platforms:** Linux, Commercial UNIX, MS Windows, VM-Ware
- **Programming Languages:** Python, Java, C/C++, UNIX/Linux Shell(s), Perl, Tcl/TK, awk
- **Persistence Management:** SQL Language, MySql, SQLite, Oracle, Sybase, MS/SQL-Server, IBM Netezza, MongoDB, Distributed DB2/Informix, JDBC, ORM Tools: Hibernate, Cocobase
- **Application Servers / IDEs:** IBM Websphere, JBoss, Tomcat, Eclipse, RAD/RSA, NetBeans, PyCharm, BlueJ and similar
- **CRM Platforms:** Salesforce, Act!, Redtail

**An addendum describing broader/deeper project detail is available for the asking.*

Professional Experience

System /Data Analyst, AXA-Equitable – Jersey City, NJ 2010 ~ Present

Led / contributed to projects implementing new or expanded functionality across Compensation and Wealth Management systems: architected/designed System-Integration, Data-Transformation and other solutions. Focused on maximizing end user value and minimizing complexity/costs. Projects included:

- **Content Management System Upgrade:** Re-design and POC of an internal report-artifact management solution: replaced InfoPac with IBM CMOD (Content Management OnDemand) based solution. Effort included:
 - Product-SME, implementation / QA resources management
 - report-content templates and transformation rules creation
 - design/implementation of transformations and task orchestrations
 - system specification documentation update

Motivation: reduce cost, and support latest compliance regulations.

Technologies/Methodologies Applied: SCRUM, Java, Linux, Bourne Shell, Python, CA7 (for scheduled task management), IBM CMOD.

- **Speech Analytics Solution:** Lead Data Analyst on effort to expand basic voice-conversation capture with data expansion and ongoing data analytics.
 - Analysis of required data/metadata given project requirements
 - Developed documentation of all call-metadata elements from multiple sources and ETL rules thereof.
 - Contributed to solution architecture and developed end-to-end solution system documentation.

Motivation: continuous monitoring and self-improvement of all customer → staff interaction. In the spirit of “big data”, include *every* call in *close-to-real-time* and on-going analysis as new business questions arise.

Technologies/Methodologies Applied: SQL, MS-SQLServer, NICE and Call Miner REST Web Services, and other vendor APIs.

- **Legacy CRM Data Migration:** facilitated CRM data migrations:
 - Developed general data-migration process documentation.
 - Planned migrations with AXA Agencies and supported Book-of-Business extract process against legacy CRM.
 - Implemented programs that parsed legacy CRM exports, performed initial data validation, applied ETL rules, and generated data images suitable for the Salesforce Dataloader utility.

Motivation: reduce costs and risk of data breach liability to AXA Agencies.

Technologies/Methodologies Applied: SCRUM, SQL, SQLite, Bourne Shell, Python, Commercial CRM platforms including: Act!, Redtail, Wealthbox, OpenOffice and Salesforce.

- **Life Wholesale Strategic Comp:** Lead System Analyst and contributing Data Analyst for re-factoring / consolidation of producer compensation systems. Efforts included:
 - Analysis and documentation [where needed] of current-state data flows and interfaces.
 - Analysis and documentation future-state transactions and demographic data feeds and interfaces.
 - Supported compensation management engine vendor's new port to Linux Red Hat Server Platform.
 - Designed / implemented plug/play computation components.
 - Designed / implemented a batch-job framework supporting 300+ regularly scheduled Red Hat Linux deployed jobs (has since been applied to 10+ other projects with similar needs).
 - Extended BusinessObjects Reporting/Analytics engine to allow on demand import/update of Axa Agent demographic data, non-interactively through scheduled job tier

Motivation: reduce costs and over-complexity of cooperating compensation systems, and upgrade to a more flexible/featureful compensation management engine (TrueComp 7.0).

Technologies/Methodologies Applied: SQL, Oracle, Bourne Shell, Python, Linux, Java, Callidus TrueComp (commercial compensation management system), CA7 (for scheduled task management).
- **COE / Center-Of-Excellence:** charged with formulating and evangelizing SDLC Process & Documentation Standards and design/coding best practices:
 - Steering committee member
 - Directed pilot rollout/usage of code quality tool within Corporate Systems – which set minimum standards for production deployed code base.
 - Co-chaired action committees for:
 - System Analyst Training/Seminar sessions – transitioned from vendor provided/owned to internally managed collateral.
 - System Analyst onboarding process/documentation.

Motivation: reduce costs and increase quality and productivity through light-weight standards

Technologies/Methodologies Applied: CAST Code Analysis Tool – applied to SQL, PL/SQL, Java, JavaScript / NodeJS, C/C++, .NET Languages

Solution Architect, JetBlue Airways – Forest Hills, NY 2009 ~ 2010

Assignments focused on sweeping renewal initiatives around the Customer Reservation System, “onboard” e-commerce systems and primary data warehouse feed and access flows.

Software Designer, HP Software – Paramus, NJ 2007 ~ 2009

Responsible for maintaining and expanding the features of a Client [Device] Automation platform called RADIA. Also supported Change Request backlog and lead POC for Virtual Appliance management.

Development Director, onProject , Inc.– Cedar Knolls, NJ 2004 ~ 2007

Lead a 5-7 person team to build the next generation of residential construction scheduling application – replaced Cold Fusion implemented legacy application with J2EE implementation.

Solution Architect, ICP Corp – Staten Island, NY 2001 ~ 2004

Developed supporting operations & billing systems for ISP offering, and lead technology consultation engagements with external clients.

Consulting Engineer, OmniE Labs – Morris Plains, NJ 1997 ~ 2001

Contributed to internally developed Training and GRC applications, and professional services SDLC engagements to wide range of clients.

Prior Roles/Experience

Software Engineer @ ESPI – Shrewsbury, NJ : Telecommunications Services Platform Startup Company.

Member of Technical Staff @ Bellcore – Red Bank, NJ: Network Planning and Software Systems

Senior Technical Associate @ Bell Laboratories – Holmdel, NJ - Network Performance Planning

Education

City University of New York (CUNY)/CSI:

- M.S., Computer Science
- B.S., Computer Science/Math
- A.A.S., Computer Science

Teaching

City University of New York (CUNY)/CSI:

- Adjunct Lecturer:
 - CSC330: Object Oriented Design
 - CSC490: Seminar in CS
 - CSC714: Systems Analysis
- Student Career Advisory Board member

Publications

JavaWorld.com:

- April 2009 – "[Lampport OTP Overview and Reference Implementation](#)"

The Linux Journal:

- July 2010 -- "[Internationalizing Those Shell Scripts](#)".
- April 2008 -- "[Puppy Linux](#)"
- November 2002 -- "[Dogs of the Linux Shell](#)"
- Oct 2001 -- "[The At Utility – At Your Service](#)"
- June 1999 -- "[The Awk Tool](#)"

WebSphere Journal:

- April 2004 – "[WebSphere HATS off to Legacy](#)"

References

Several professional endorsements can be found at: <https://www.linkedin.com/in/louis-iacona-2581082/> Additional professional or personal references can be provided on request.

Value Proposition: a note from Louis Iacona

I started my career with Bell Laboratories where my initial assignments revolved around automating the acquisition and analysis of network performance data. I was later transferred to Bellcore to focus on proof-of-concept testbeds for forward looking voice / data services, and supporting software systems.

I later joined, or helped form, multiple early stage organizations whose missions were focused on providing services/products around emerging Web technologies and voice/data convergence trends. I am currently employed by AXA-Equitable in Jersey City, NJ.

Although I've had job titles ranging from Member of Technical Staff, Solution Architect to Development Director, I've always managed to remain engaged in the technology stack and SDLC process – the execution side of addressing needs and solving problems. I've been fortunate enough to participate in the full life cycle of some very interesting projects, applying cutting edge technologies and approaches. If you're looking for someone with broad and deep software product design/development experience and an appreciation for the business drivers that pay our salaries, I look forward to discussing opportunities with you. I have a track record of adapting to a wide range of roles, teams and circumstances, and want to be challenged.

Appreciate your consideration!