

## CHRISTOPHER M. BALLAM

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### EXPERIENCE 2011-Present

#### ADOBE SYSTEMS INCORPORATED (DIGITAL MARKETING CLOUD)

Lehi, UT

##### Senior Manager, Software Engineering

- Manager of the following Engineering teams spanning 3 continents and 4 time zones: Dynamic Tag Management, Marketing Cloud Web Services, Data Connectors (Genesis), Developer Connection, Developer Sandbox, and Globalization / Localization
- Personally developed an Android App in the Engineering-wide mobile development contest which is now for available for purchase on Google's Android Market

2007-2011

#### ADOBE SYSTEMS INCORPORATED (OMNITURE BUSINESS UNIT)

Orem, UT

##### Senior Software Engineer, Team Leader, Partner Accreditation Manager, Project Manager

- Acted in a variety of leadership roles
  - Team Leader / Project Manager of the following Engineering teams: Genesis, Developer Sandbox, Developer Connection, Data Collection, and Localization teams
  - Partner Accreditation Manager for over 200 technical partners
  - Product Leadership Team Representative
  - Interviewer / Recruiter
- Responsible for developing and maintaining Omniture Genesis, Omniture Developer Connection, Omniture Developer Sandbox, Omniture Data Collection, and the localization of Omniture's products
- Excellent time management, communication, decision making, presentation, human relations, and organization skills
- Informed executive-level management of team progress and challenges on a weekly basis
- Received first place honors in company-wide developer API contest

2002-2007

#### INTERNATIONAL BUSINESS MACHINES CORPORATION (IBM)

Austin, TX

##### IBM WebSphere Application Server Staff Software Engineer, Account Manager, Team Leader

- Acted in a variety of leadership roles as the team leader
- Account Manager of high-profile WebSphere OEM client accounts such as Oracle, Nokia, PeopleSoft
- Provided on-site WebSphere problem determination training to high-profile OEM clients
- Provided professional support to clients in their successful evaluation, implementation, and production use of WebSphere Application Server, IBM HTTP Server, DB2, and Macromedia ColdFusion MX Application Server for WebSphere
- Supported WebSphere on the following OSs: Windows Server 2003, Windows 2000 Advanced Server, Windows 2000 Server, Windows NT Server, AIX, HP-UX, Sun Solaris, Red Hat Linux, and SuSE Linux
- Responsible for helping clients identify, diagnose and resolve WebSphere installation and configuration problems; product defects; recreating customer problems, and providing answers to customer questions
- Duties included opening product defect reports and working with product development teams to ensure successful testing and subsequent delivery of product fixes to customers
- Selected by management to serve as technical lead for the ColdFusion for WebSphere team
- Developed Java based tools to help monitor and improve WebSphere Support
- Lab administrator to four different teams

2001-Present

#### INDEPENDENT CONTRACTOR

Austin, TX

##### Web Developer / System Administrator

- Duties include Web design, database design and modeling, application design, site creation, site hosting, database administrator (DBA), and optimization of site code using PHP or JSP / MySQL
- Administering email, web, content management systems (CMS), and application servers to accommodate site visitors
- Providing online advanced site statistics and analysis, email access, and frequent database and site backups to site owners
- Built a PHP / MySQL based ecommerce site to process online orders which was later purchased and taken over by Warner Bros. Entertainment Inc.
- Built a PHP / MySQL based volunteer opportunities Web application for The University of Missouri which consisted of a Search Engine, backend database, and multiple Administrator sections with different user administration roles and access

- Built and currently administer a JSP / MySQL / Tomcat based eCommerce Web site which is currently processing orders online
- Created and currently administer a PHP and JSP / MySQL / Tomcat based online photo gallery which currently contains over 27,000 digital photos
- Created and currently administer a JSP / MySQL / Tomcat based NCAA basketball pool Web application

**Summer 2001**

**MACROMEDIA, INC. (acquired by ADOBE SYSTEMS, INC.)  
Dreamweaver UltraDev Software Engineer**

**San Francisco, CA**

- Worked closely with software developers on feature specifications and design
- Designed and executed thorough test plans from developer feature specifications
- Correlated with programmers to identify, resolve, and verify the resolution of software bugs
- Worked with ASP, JSP, ColdFusion run-time code, and Dreamweaver UltraDev's JavaScript extensibility layer while testing features on nine different operating systems

**1997-2000**

**SORENSEN MEDIA, INC. & SORENSON TECHNOLOGIES, INC.  
Research Technician and Quality Assurance Technician**

**Logan, UT**

- Designed and maintained Sorenson Laboratory's Quality Assurance inventory database
- Researched video compression techniques and compared other competitors
- Tested video compression and conferencing software and hardware on multiple OSs
- Tested many various codec's video compression techniques and made quality comparisons
- Wrote quality performance reports and published research on company Intranet
- Prepared trade-show demonstrations based on research

**1995-1997**

**TWO-YEAR VOLUNTEER SERVICE  
Full-Time Religious Missionary**

**Edinburgh, Scotland**

- Served in many leadership positions
- Enhanced public speaking skills while speaking to small and large groups
- Developed team-building skills by working in groups
- Taught youth and adult self-improvement courses
- Volunteered and worked in various charitable organizations including Disability Scotland
- Provided service in a variety of rest homes and throughout the community

**1993-1995**

**FIREFLY PRODUCTIONS  
Assistant Editor/Producer/Cameraman**

**Logan, UT**

- Filmed footage for videos on site in Israel, Italy, and Egypt
- Edited commercial videos for companies such as Arctic Cat and Cannondale
- Received Avid Editing System certification and trained others on the system
- Won top awards in State and Local Film Festivals

## **TECHNICAL SKILLS**

- Fourteen years of experience in Web design / administration; created & hosted several domains
- Created a search engine for Wireless Application Protocol enabled PDAs
- Created an online virtual tour for The Arizona Sonora Desert Museum
- **OS Platforms:** Windows 95/98/ME/NT/2000/2003/XP/Vista, Mac OS 9.1/10, UNIX, Linux
- **Programming Development:** Java, C++, Visual Basic, SQL, J2EE, ASP, JSP, PHP, HTML, CSS, CFML, JavaScript, WML, COBOL, SOAP, Android Mobile
- **Web/Application Servers:** Apache HTTP Server, Apache Tomcat, Macromedia ColdFusion Web Application Server, Macromedia JRun, IBM WebSphere Application Server, MS IIS
- **Databases:** IBM DB2 UDB, Oracle, MS SQL Server, MySQL, MS Access
- **Multimedia:** QuickTime, Windows Media, RealMedia, Media Cleaner Pro, Avid Editing System
- **Applications / Technologies:** Eclipse, Joomla! CMS, Gallery, Omniture Genesis, Omniture SiteCatalyst, Omniture SearchCenter, Google Analytics, AWStats, SSL, MS Excel, MS FrontPage, MS Outlook, MS Project, MS PowerPoint, MS Word, MM Dreamweaver, MM UltraDev, MM Flash, MM Fireworks, Systems Architect, Visio Professional, VNC, Zone Alarm Pro Firewall, Linksys router administration

## **CERTIFICATIONS**

- Certified ScrumMaster® (CSM)
- Adobe Certified Expert – Reports and Analytics (formerly SiteCatalyst) Implementation
- 252 – IBM Certified System Administrator – WebSphere Application Server V6
  - IBM WebSphere Application Server Network Deployment V6

- 341 – IBM Certified Advanced System Administrator – WebSphere Application Server V5
- IBM WebSphere Application Server, V5, Multiplatform Administrator

## **EDUCATION**

### **THE UNIVERSITY OF ARIZONA**

**Tucson, AZ**

#### **The Eller Graduate School of Management**

Master of Science, Management Information Systems, December 2001

- Degree ranked 4th nationally in 2001 U.S. News & World Report “America’s Best Graduate Schools”, “Specialties” for Management Information Systems
- Graduate Teaching Assistant: Introduction to Computing; responsible for creating and conducting all class lectures, grading, and exam preparation for over 250 students

### **UTAH STATE UNIVERSITY**

**Logan, UT**

Bachelor of Science, Business Information Systems, May 2000