

# RICK WARGO

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## SENIOR TECHNOLOGY EXECUTIVE

### *Strategic Planning – New Product Development – Visionary Leadership*

Highly innovative and successful senior technology executive with extensive experience in full life-cycle software development, business strategy, mergers and acquisitions, customer satisfaction and team building. Phenomenal track record of designing and developing systems with extraordinary life spans. Twenty-five year background in understanding and utilizing leading edge technologies to create commercial successes in entrepreneurial hi-tech firms. Highly effective written and verbal communicator to both technical and non-technical audiences with a proven ability to translate technology solutions into plain-speak. Exceptional problem solving and analytical skills. Visionary leadership resulting in successful, innovative solution architectures. Qualifications include:

- Strategy Development
- Executive Management
- Process Improvement
- Project Management
- Product Development
- Marketing
- Technology Security
- Resource Management
- Business Intelligence
- Data Warehousing
- Internet, .NET, C/S Technologies
- Broad Technical Expertise

## PROFESSIONAL EXPERIENCE

### **Satori Group, Inc., Conshohocken, PA**

**Feb 2007 – Dec 2009**

*Founded August 2001, Satori Group, Inc. is a premier provider of Business Performance Management and Business Intelligence solutions empowering small, mid-market, and divisions of large enterprise clients with reduced budget cycles, improved decisions, and greater business and financial insight.*

#### ***Director, Application Development***

- Charged with the strategic directive of transforming a consulting-oriented company into a software company by turning existing work-product and knowledge into repeatable and scalable solutions that can be implemented quickly and reliably.
- Designed and implemented a development strategy that successfully pushed out six business intelligence applications year one.
- Designed, implemented and championed development processes focused on repeatable and maintainable methodologies, reducing implementation cycles up to 75%.
- Designed and developed tools for accurate and reliable technical documentation across all product lines.
- Introduced and secured buy-in of collaborative technologies to capture and share information within the organization, building it into the company culture.
- Responsible for the maintenance and re-architecture of the Satori Budgeting application and the implementation of the Forecasting add-on.
- Responsible for the technical design and implementation of the Satori Financial Reporting application, a replacement for Microsoft FRx using Excel as a front-end on top of an OLAP database fed through various ERP systems.
- Responsible for the development of Satori Dashboard, a dynamic, Flash-based financial dashboard created using Crystal Xcelsius.
- Made significant contributions to product vision and architecture; re-architected a methodology for a new product that improved performance by an order of magnitude.
- Coded core contributions to applications using C# and MS SQL 2000/2005. Authored in Ruby many utility programs to automate processes.

### **Independent Consultant**

**Aug 2003 – Feb 2007**

*As an independent consultant, I specialized in the application of leading-edge technologies and implementation processes to both low- and high-tech businesses.*

- Assessed high-profile client's e-Commerce capabilities and recommended short and long-term action plans to increase sales by a factor of up to fifty.
- Provided technological insight and direction to high-tech startups, contributing to product development plans and business plans.

**LawManager, Inc., Conshohocken, PA****Jun 1986 – Aug 2003**

*LawManager, a subsidiary of Thomson\*Elite, is a leading provider of custom information systems for the legal departments of corporate, government and professional services firms. LawManager was purchased by Elite Information Group in 2000, which in turn was purchased by Thomson in 2003.*

***Sr. Vice President, Technology / CTO (2002–2003)***

- Crafted product vision resulting in long-range strategic and tactical plans for product development.
- Contributed to planning the next generation of innovative and evolutionary web-based information management software encompassing methodologies of business process orchestration, web services, collaboration, workflow and meta-data based customization.
- Analyzed current technology strategy and structure across four Thomson businesses as part of a five person task force set up to create a multi-site development organization to produce premier software systems across all sectors of the legal industry. Established short and long range strategic plans of the resulting \$100MM company including expense reductions, staff assessments, product analysis and overlap.
- Established methodologies to increase customer satisfaction through improving software support, software quality and increased and consistent communication with customers.
- Enhanced company presence at key sales meetings through coherent, technical presentations of products and direction.
- Generated additional revenue by finding unique solutions during calls to key customers.

***Vice President, Technology / CTO (2000–2002)***

- Managed team of five senior developers in R&D with an annual budget of \$1.5MM. Sustained 100% retention rate.
- Developed new business plan with executive staff upon company acquisition.
- Analyzed, identified and resolved product security requirements and risks.
- Achieved an order of magnitude increase in speed and user load of multi-tiered software solution.
- Designed, implemented and managed technical infrastructure of new office including telephone system, secure server room, Internet access, and secure wireless access.
- Established and implemented disaster recovery plans.
- Authored and presented technology sessions and tutorials at annual users' conferences.
- Overhauled product lines by establishing new product families and streamlining pricing spreadsheets, alleviating complaints regarding the pricing model.
- Improved product marketing materials through web site and brochure review and redesign.
- Analyzed market requirements and trends through attending technical and industry events, interviewing industry players and sponsoring focus groups, incorporating findings into product planning.
- Successfully determined and prepared qualified research expenditures for R&D Tax Credit.
- Produced product documentation and documentation standards for company's products.

***Chief Technology Officer (1994–2000)***

- Designed and co-authored industry's first legal information management development system featuring hierarchical meta-data, scriptable business logic with full-featured debugger, role-based security (discernible to the field level), heterogeneous searching system, open API.
- Directed development of multi-tiered application software including application server, web interface, mobile interface and procedural interface.
- Created web-based application support system developed in own development system.
- Authored and executed a comprehensive stress test designed to test the performance, stability and scalability of the company's three-tiered solution by accurately simulating 1000's of users utilizing home grown testing software and an array of computers.
- Authored and implemented best practices for software development and the software development life cycle. Practices are still fundamental in current development activities.
- Identified, designed and implemented interfaces to many commercial applications.
- Evaluated performance of staff members, defined and reviewed MBO's for key staff, defined and executed incentive plans for employees.
- Designed user interface of web-based and mobile applications.

- Negotiated high-speed Internet access with backbone ISP at savings of 85% of typical costs.
- Helped develop and taught training classes, providing both content and review of training materials.
- Produced many templates used for standard document creation.
- Established secure communication channels between company and clients for dedicated network.
- Managed the QA department and established testing procedures for the software products.
- Trained sales staff in new product features.
- Answered technical questions for RFP's and streamlined the RFP process by producing template responses.

**Chief Developer (1986–1994)**

- Designed and implemented LawManager 4, a UNIX-based customizable legal information management system. Software was written in own 5GL, developed to streamline the customization process.
- Designed and implemented the industry's first learning data conversion software system, with core elements still in use after twelve years.
- Developed UniPerl, an open-source database extension to Perl 4 interfacing to the UNIFY® database.
- Developed system to collect and analyze freeform credit information to score credit worthiness for \$1MM system for TransUnion.
- Developed natural language input for finite element analysis software for thermal analysis of integrated circuits for in-house use by DuPont scientists.
- Handled all MIS activities for the network, a heterogeneous environment of various flavors of UNIX, Windows and Macintosh computers and servers.
- Supervised and contributed to development of \$8MM matter management system for FDIC.

**PROFESSIONAL DEVELOPMENT AND EDUCATION**

Electrical Engineering, *Drexel University, Philadelphia, PA (1983 – 1986)*

ScrumMaster Certification Training, *Artisan Software Consulting, June, 2010*

Certified ScrumMaster (CSM), *Scrum Alliance, June, 2010*

**TECHNICAL EXPERTISE**

<b>Systems</b>	Windows (NT/9x), Linux (Fedora/Ubuntu), Sun, Mac OS
<b>Languages</b>	C#, VB.Net, Ruby, Perl, Delphi, C++, JavaScript, ASP, HTML/CSS, XML, VBA, T-SQL, PHP, Python, Scripting (Bash)
<b>Databases</b>	SQL Server, Oracle, Sybase, Unify
<b>Software</b>	MS Office, MS Project, MS Visio, Photoshop, Nagios, Trac, Subversion, Drupal, Wordpress
<b>Skills</b>	Networking (TCP/IP, firewalls), Monitoring (Nagios), Services (Apache, DNS, VPN, SSH, etc.)
<b>Areas</b>	Business Intelligence, Data Warehousing, Internet/Web 2.0, Information Management

**OPEN SOURCE CONTRIBUTIONS**

<b>Uniperl</b>	Perl4 interface to access the Unify database
<b>SELinux Nagios</b>	Permits Nagios to run on SELinux systems (e.g. Fedora)
<b>Epicflow</b>	Digital imaging workflow software for MacOS X and iView MediaPro
<b>DIY Nikon GPS</b>	Functional hardware design for creating a sub-\$100 GPS module to connect to Nikon digital cameras