

# KEITH ALLAN SHILLINGTON

## SUMMARY

- Over 30 years experience in Software Development and Customer Service.
- Excellent communication skills.
- In-depth understanding of system analysis, database and software design.
- Member IEEE, ACM, Computer Society

## EDUCATION

BA Computer Science, University of California San Diego 1978 (Revelle College)

## EXPERIENCE

**Managing Member**, E Street Cafe, LLC, Encinitas CA Dec 2003 to Oct 2009

Created, Built, Operated, Managed: Cybercafe.

**Vice President of Customer Care**, Ameritege, San Diego CA Dec 1999 to Dec 2003

Founding member of a software consulting company that uses US-based Project Managers in combination with European Engineers to provide software engineering services to US and Canadian companies.

Manage Ameritege's world-wide Customer Service. Includes design and development of corporate information processes, notably including software systems. Manage migration of client data for newly acquired subsidiary companies. Provide process engineering services to clients.

**Director, Customer Service**, Aonix, San Diego CA Jan 1997 to Dec 1999

Responsible for all customer support for Aonix's worldwide operations. Streamlined Remedy Customer Service database; merged customer service operations and data from systems of acquired companies. Directly supervised 7 personnel. Served as corporate resource as "Ada Language Lawyer".

**Senior Software Engineer**, SAIC, San Diego CA Jul 1995 to Dec 1996

Design and develop Ada Compiler Validation tests. Language specialist in Object Oriented programming. Project lead directly responsible for 12 person programming team.

**Senior Instructor**, Fastrak Training Inc., Columbia MD Jan 1992 to Jul 1995

Ada Language and Object Oriented Methods instruction. Major customers included: CAE-Link Space Station Training Facility, Honeywell/Boeing 777 Control Systems. Performed contract work with SAIC to develop Ada9X ACVC. Initiated training process change from using overhead "foils" to utilize LCD display technology.

**Independent Contractor** May 1990 to Dec 1991

Assisted clients with Ada software development in all phases, from requirements analysis to live system debugging. Participated in founding San Diego Earth Day, a non-profit cross-organizational environmental non-profit dedicated to "spreading the word".

**Senior Systems Analyst**, TeleSoft, San Diego CA Nov 1980 to Apr 1990

**Customer Service Manager**, SofTech Microsystems Aug 1979 to Oct 1980

**Senior Instructor**, ICS (Now Learning Tree) (Courses in Pascal, Ada and Unix) 1977 to 1984

**Manager, Customer Service and Software Distribution**, UCSD Institute for Information Systems (UCSD Pascal) Jan 1977 to Aug 1979

## PAPERS AND PUBLICATIONS

*Leveraging Reusable Software for Real-Time Monitoring and Control Systems*, 12<sup>th</sup> Annual Washington Ada Symposium (WADAS); June 1995

*An Object-Oriented Command and Telemetry "Black Box" Simulation Using Ada*, 29<sup>th</sup> Annual International Telemetry Conference (ITC); October 1993

*Education and Ada*, SigAda Presentation; June 1988

*UCSD Pascal Users Manual*, Versions I.0 through II.0; 1978-1980