

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

Baccalaureate of Arts in 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 zocalo.

Vice President of Customer Care, Ameritege, San Diego CA

Dec 1999 to Dec 2003

Manage Ameritege's world-wide Customer Service. Design and manage development of corporate information processing software systems. Manage migration of client data for newly acquired subsidiary companies. Provide process engineering and process improvement 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 disparate 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: 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

The Collected Works of Robert Tjarrt Nanninga, A posthumous collection of op-ed columns, poetry, screenplays, and novels.

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

An Object-Oriented Command and Telemetry "Black Box" Simulation Using Ada, 29th 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