



- Enhanced old UI to incorporate newer menu options and business logistics and presented the client with the new callflow.
- Directed the speech talent to record prompts, and converted to various formats to incorporate into the IVR platform.

**SpeechWorks International, Inc.      New York, NY      1999 – 2003**

Senior Speech Applications Engineer

- Worked as technical lead on a speech recognition application for an insurance company. Responsibilities included the design and implementation of the code in Aspect's CSS environment and SpeechWorks' C API. Installation and integration of the system's back-end with an outside vendor were also a part of the project's completion. Modified UI design based on client requests, added sections to the callflow to enhance the user experience.
- Designed and coded the back-end transactions using the MapQuest C++ API for obtaining driving directions through a speech recognition application for MapQuest. Also incorporated Lernout & Hauspie's Text-to-Speech functionality by writing wrapper functions that were called from the front-end Intervoice Invision platform. Received the "Excellent Team Works Award" for Q2 of 2000 for the MapQuest project. Due to the use of Text-to-Speech features, worked with the UI team to seamlessly incorporate synthetic speech with pre-recorded prompts.
- Wrote and implemented a call routing application for WorldAccess in the Conversant programming environment. Tasks also included creating scripts for report generation, as well as installing and integrating the project on the customer's Conversant V8 server.
- Created a custom back-end library consisting of functions in C for completing transactions on the Ameritrade stock application. Received the "One Million Calls Award" for the Ameritrade speech application handling over one million phone calls
- Wrote several demo applications for potential customers such as Oracle, Capital One, Ateb assisting the sales team in obtaining clients, and in the case of Ateb, cementing a partnership with SpeechWorks after a successful demo during a trade show.

**BICOM, Inc.      Monroe, CT      1996 - 1999**

Software Engineer

BICOM designs and manufactures voice and media cards for use in computers. I was solely responsible for designing and writing a software interface for the voice card under the Windows NT 4.0 platform

- Wrote Windows NT media function library for the voice mail card in C
- Integrated Lernout & Hauspie's 'Text-to-Speech' and 'Automatic Speech Recognition' functionality into BICOM's function library by working in conjunction with Lernout & Hauspie's engineers
- Ported Windows 3.1 diagnostic utilities to the Windows NT 32-bit platform
- Wrote the Digital Trunk Interface function library (T1 and E1 network interfaces)

**FactSet Research Systems      Greenwich, CT      1995 - 1996**

Software Engineer

FactSet develops an online service that provides sources of financial and market data through system-wide screening utilities.

- Designed financial data retrieval applications with Windows 3.1 graphical user interfaces in C
- Responsibilities included all facets of creating the application, including market research, software design and implementation, testing and training the staff

**SKILLS**

Computer Languages & Applications: Adobe Flex, ActionScript3, C/C++, Visual Basic, HTML, Perl, Java, VoiceXML, Microsoft Windows Win32 API, MFC, .NET, SQL, MIDI, Max/MSP & Jitter, Adobe Photoshop, CorelDraw Graphics Suite X4

OS Platforms: Open SUSE Linux, Unix (Solaris), Windows (All), Mac OSx

**INTERESTS**

Piano, Music composition, Audio production, Animation/Filmmaking