

Stephen Quatrano

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Objective:

Leadership position in company providing IT products or services, with a special interest in digital and social media, search-enabled applications, social networking-enabled applications, and/or education.

Skills:

- Synthesis and integration, especially where there is conflict or ambiguity
- Innovation & adoption
- Requirements analysis
- Planning
- Software architecture
- Project management
- Experience with full lifecycle of software engineering and data center operations in dynamic, growing organizations from tiny start-up to very large, public companies.
- Business and technology strategy
- Business development and partnering
- Writing and communications strategy
- Curriculum development and teaching

Professional Experience:

Ticklr, Inc.
2007 – Present

Co-founder, CTO

Waltham, MA

Co-developed business plans: mission, **business strategy**, **technology strategy**, branding, messaging, positioning, channel strategy, etc.
Helped deliver pitch to VC network. Led due diligence process.

Recruited and managed key team members. Wrote service specifications. Led **architecture development** and **design** sessions. Developed prototypes and production components using Ruby-on-Rails, MySQL, Nutch, Lucene, Solr, ActiveMQ. Responsible for **integration testing**.

Currently providing part-time support of site operations, communications with the user community and business development.

Science Media
and Engagement
(SME)
Strategies
2006 – Present

Founder, Consulting Producer

Lexington, MA

Founded **SME Strategies** to help stimulate and inform public engagement with science by consulting with foundations, institutions, scientists, science educators and the science media to leverage **Internet technology**, **social networks**, **social media** and **local events**.

Actively following important trends in science, especially issues in science and civic engagement. Blogging at <http://www.howdoweknow.info>. Currently networking and seeking partners who want to engage civic leaders, curious citizens and local scientists and engineers in a public dialogue about science and current issues.

<p>Right Question Project (RQP) 2002 – Present</p>	<p>Advisory Board, Director Planning, Strategy & Technology (2005-6)</p>	<p>Cambridge, MA</p>
<p>Facilitated reformulation of vision and mission. Led development of new educational strategy and organizational design based on channel partners and online community of practice. Developed technology vision and plan, selecting, designing and then implementing open-source, content management and e-learning solutions including system administration and support.</p> <p>Helped develop and deliver professional development curricula and teaching materials for adult educators in Maine, Vermont and New Hampshire.</p> <p>Ongoing support to founders as an advisor, coach and mentor.</p>		
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<p>Cisco Systems CCBU/VTG 2000 – 2004</p> <p>(Customer Contact BU and Voice Technology Group)</p>	<p>Software Architect</p>	<p>Boxboro, MA</p>
<p>Led development of overall integration architecture for Cisco's multi-media call center products including Network Routing, ACDs, IVRs, e-mail management and desktop collaboration tools. Identified SIP as strategic technology and led small team in selection and acquisition of SIP stack and SIP R&D. Co-invented and patented technique for coordinating standard SIP telephones and one or more other devices for multi-device, multi-media communication. Aligned BU strategy with technology leaders developing overall voice strategy at Cisco.</p> <p>Developed partnering plans with HP and Oracle call-center businesses. Engaged customers, partners and technical leaders within and beyond Cisco managing the adoption of innovative IP communications on business, organizations, culture, society and politics.</p> <p>Leadership in early transition from Weblines to Cisco Systems contributed to very low turnover in first year (1 out of more than 100 engineers).</p>		
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<p>WebLine Communications 1996 – 1999</p>	<p>Software Architect (1999)</p>	<p>Burlington, MA</p>
<p>Managed overall architecture and technology strategy. Managed technical due diligence in acquisition of ErgoTech email management and successfully retained critical development personnel. Then supported technical due diligence of Cisco's acquisition of WebLine. Co-author of technology strategy for 70 engineers. Developed clear models to communicate potential of presence and multi-media, multi-modal IP communications and impact on business, organizations, culture and society.</p>		
<p>Director of Engineering (1998) Burlington, MA</p> <p>Managed development, sustaining and support operations through two releases and organizational growth from 6 to 25 development and release engineers. Included first release of WebLine Media Blender with ACD CTI integration. Worked with managers of QA and IT operations, who tested and hosted our products for internal use. Recruited and hired Director of Engineering who expanded development and QA to include approximately 100 engineers.</p>		
<p>Senior Software Engineer (1996 – 97) Waltham, MA</p> <p>Developed proof-of-concept prototype of synchronous web collaboration product, used to recruit executive team and raise \$8M. Invented, developed and patented "long-poll" communications protocol to deliver asynchronous events through firewalls to browser-based Java applets using low bandwidth without sacrificing performance. Led 6 engineers through first two product releases in 1997.</p>		

Sybase 1991 – 1996	Senior Software Engineer (1994 – 96) Burlington, MA Contributed to GUI for Sybase's SQL Server real-time performance monitor using C++ and Motif for Unix. Developed distributed log-file reader and monitor for Sybase's Replication Server. Led development of proposed architecture for integrated administration, configuration and monitoring of all Sybase products. Senior Consultant, Writer, Teacher (1991 – 94) Burlington, MA Documented best practices of most successful consultants and developed original software development methodology to standardize and improve quality in database analysis and design consulting practices worldwide. Led development of curriculum and training materials. Trained 150 consultants in methodology and CASE tools. Worked with Corporate Librarian to index and share IP assets.
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SQL Solutions 1988 – 1991	Senior Consultant Burlington, MA Developed several, first generation OO, 3-4GL, graphical and event-driven client server, RDBMS applications on Macintosh and Windows. Delivered integrated information architecture for 5-year, \$10 Million decision support system for Pepsi Cola, integrating sales, marketing, manufacturing and financial data. Developed specialized practice in decision support systems (DSS) analysis and relational database design. Engaged investors, partners, industry analysts and customers in dialogue on the impact of departmental computing and decision support on policies, procedures, organizational structure and culture.
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Independent 1987 – 1988	Independent Research and Professional Development Brooklyn, NY Completed independent research project in state-of-the-art educational software applications , including readings in cognitive development, the philosophy of education and the history of hypertext. Completed prototype applications to learn computer graphics using 'C' and Amiga DOS. Prototyped earliest Hypercard applications.
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Systems Strategies 1982 – 1987	Consultant, Programmer, Test Engineer New York, NY Delivered multiple, departmental computing solutions in Financial industry on VAX-11 and Wang-VS platforms using COBOL. Collected requirements, developed functional specifications, wrote proposals, implemented and tested application software. Developed distributed, automated test suite for first release of LU6.2 protocol on SNA networks on IBM System/36, CICS and ATT 3B-2 Unix processors.
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Other Experience:

Teacher, Draftsman	1979 – 1982 <ul style="list-style-type: none"> ○ Drill Instructor (TA) in Italian at Dartmouth for undergraduate courses, alumni courses, and language study abroad ○ Drill Instructor (TA) in English as a Second Language at Dartmouth ○ Drill Instructor in John Rassias Workshops for teachers in secondary and higher education ○ Structural and landscape architectural drafting and rendering for DeDerwaerder Assoc. in Corvallis, OR ○ Engineering drawings of HVAC pneumatic and electronic controls for 509J School System in Corvallis, OR
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 Education:

Dartmouth College 1977 – 1982	1977 – 1982	Dartmouth College	Hanover, NH
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- Completed BS degree in Geography, graduating *cum laude* in 1982
- Completed honors thesis entitled “A Geography of Early Capitalism in Medieval Italy”
- Completed minor in French and Italian Language and Literature

 Technical
Interests:

- Social networks as tools for communicating and influencing adoption of innovative ideas and technologies
 - Energy policy, loss of bio-diversity and climate change
 - Systems of cognition, perception and their evolution
 - Self organizing systems, social systems, social behavior and evolution
 - Real-time communications, messaging and presence technologies
 - Highly decentralized support, training, and authoring organizations
 - Synchronous and asynchronous collaboration
 - Open Source technology
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 Other Interests:

- On-line communities, communities of practice, knowledge and content management.
 - Biology, especially sociobiology, ecology, evolution and population biology; the science of self-organization.
 - Cultural, social and political impact of science, especially information technology, biotechnology
 - Philosophy of education, epistemology, educational media, teaching
 - Art, art history, comparative literature
 - History and geography, especially the history and philosophy of science and technology
 - Travel, travel photography and travel literature
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 Patents:

- US 20,040,125,756 (pending)
 - US 7,010,571
 - US 6,748,420
 - US 6,675,216
 - EU 03787234.8-1525-US0338183
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