

NICOLAS P. GUILLEN

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PROFESSIONAL EXPERIENCE

AirClic, Inc., Newtown, PA

08/00 – Present

SOLUTION MANAGER (12/02 – Present)

Manage design, development, and deployment of enterprise ASP technology solutions consisting of mobile data capture applications, Web-based tracking sites, and Web services systems integrations:

- Manage multiple customer relationships from pre-sales through to solution deployments.
- Analyze customer needs and gather detailed application requirements.
- Create application workflows for J2ME and Pocket PC devices using Visio-based RAD tool.
- Conduct on-site usability studies and user interviews to inform application refinements.
- Coordinate teams of 1-3 software developers performing custom development and integration.
- Train and interface with customers' Operations and IT resources for solution deployments.

Key solutions managed for Fortune 500 companies:

- Container-tracking solution for FedEx used at one of its largest airport hubs to provide real-time visibility into container movements and statuses.
- Route-auditing tool for Waste Management, Inc.: data collection and GPS-tracking application providing reports and maps for route analysis to increase route profitability.

Developed suite of demo applications used by internal and partner sales.

PRODUCT PLANNER (08/00 – 11/02)

Coordinated and supported teams of 2-5 developers to produce Web-based and wireless applications:

- Defined application requirements and produced detailed functional specifications for developers.
- Developed user interface elements: modular XHTML, JSP pages, XSL style sheets, and images.
- Managed feature additions to meet evolving business and technology needs.

Applications included:

- Web-based administration application for a complex mobile software platform.
- Developer Web site for partners.
- Consumer portal applications with PC Internet, mobile Internet, and voice variations.

Lucent Technologies, Guatemala City, Guatemala

06/99 – 08/99

NETWORK KNOWLEDGE SOLUTIONS INTERN

Developed documents outlining the installation, testing, operation and transfer of a CDMA cellular network to Telefónica S.A.; collaborated on similar materials for projects in Puerto Rico and El Salvador. Identified and interviewed prospective employees for the long-term operation of a CDMA network.

Let's Go Travel, Cambridge, MA

02/98 – 02/99

ASSISTANT MANAGER

Operated retail division of a student-run travel agency with annual revenue of \$300,000. Trained and managed a team of 8 staff.

EDUCATION

Harvard University, Cambridge, MA

- Graduated cum laude with BA in Social Anthropology, June 2000.
- Harvard College Scholarship (Dean's List) all semesters.
- Coursework included computer science (C programming language) and economics.
- Online Editor of *The Harvard Crimson* newspaper and *Diversity & Distinction* magazine.

TECHNICAL SKILLS / LANGUAGES

Office, Visio, Access, PowerPoint, Photoshop, Illustrator; XHTML, DHTML, PHP; proficient in Spanish.