

RYAN E. TOOHIL

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SUMMARY

Customer-oriented Internet Engineer experienced in project and product management, engineering management, and database and web development. Diverse background with strong talents in designing and delivering large scale technical projects, support training and process development (including with outsourced teams), and actual front- and back-end engineering of projects.

TECHNICAL SKILLS

Languages: Perl, HTML, JavaScript, XML, SQL (both MySQL and MS SQL)

Operating Systems: Windows (all), Linux (most distributions) Mac OS X

Software: MySQL, Virtuozzo, Apache, MSSQL, IIS

EXPERIENCE

Endurance International Group, Burlington, MA

One of the largest shared web hosting providers in the United States. <http://www.enduranceinternational.com>

Technical Project Manager

September 2005 – Present

- Lead technical project manager for an engineering department supporting 600k shared hosting customers.
- Managed projects (requirements, design, execution, support) such as:
 - a one million record DNS migration
 - implementation of a large scale MySQL infrastructure
 - a 3k customer VPS migration
 - many multiple thousand customer web site migrations
- One of the senior engineering members as the company grew from 60k customers in Sept. '05 to 600k customers in May '08.
- Managed most of the technical projects in the largest migration in company history (300k customers).
- Named Migration Team Lead for all future migrations.
- Worked hands-on in almost all aspects of the company:
 - Writing and debugging Perl, HTML, Mason, JavaScript for front-end and back-end tools
 - Optimizing MySQL queries and tables and working on improving database performance
 - Training our support teams (both internal and outsourced) on new tools and technologies
 - Working closely with marketing and communications to communicate with customers (including direct communications via the customer forums)
- Managed a team of five external support engineers, and later a team of two internal engineers.

Linkage, Inc., Burlington, MA

Global organizational development company that specializes in leadership development. <http://www.linkageinc.com>

Marketing Database Manager

February 2004 – July 2005

- Administered CRM (SalesLogix) database for marketing and sales departments.
- Analyzed and mined database resulting in reduced costs and increased performance of direct mail campaigns.
- Lead technical person on next generation website design.
- Created and implemented “interactive agenda” in JavaScript/CSS, reducing the cost of print brochures (16 pages

to 4 pages).

- Increased webpage search ranking and visibility via search engine optimization.
- Proposed, developed, and implemented first RSS (syndication) offerings for e-Newsletter and event calendar.
- Implemented and wrote first Linkage blog to increase visibility and awareness of flagship event (<http://www.gild-blog.com>).
- Developed JavaScript/HTML version 1.0 of “The Daily Leader’s Toolkit”, a collection of 40 tools to improve manager performance (http://www.linkageinc.com/research_products/toolkit/toolkits.aspx).
- Documented “as-is” in-house processes and developed replacement goals for enterprise-wide process overhaul.

SensAble Technologies, Woburn, MA

Provider of 3D touch-enabled digital solutions for software development, research, product design, and digital content creation. <http://www.sensable.com>

Product Manager

January 2002 – November 2003

- Proposed and managed development of a Linux version of the GHOST SDK that increased sales by \$250,000 (10% increase).
- Queried customers for requirements and then teamed with a software development manager to specify functional requirements for core 3d modeling package.
- Managed development and release of modeling package, including defect review and management, documentation review, through to release readiness and manufacturing.
- Responsible for management of a low-cost hardware device development.
- Interfaced with Chinese manufacturers and contract engineers to move product to market.
- Developed and managed corporate web site and intranet, alongside marketing and an outside consultancy.
- Assisted in corporate website redesign and implementation of new design.

Technical Support

May 2000 – January 2002

- Promoted to Product Manager, January 2002.
- Proactively solved customer problems with force-feedback hardware, software development kit, and touch-based modeling software.
- Worked closely with the sales organization, offering pre- and post-sales technical and product support to customers who ranged from technical (Boeing, General Electric, MIT) to non-technical (Mattel, Nike, Hasbro).
- Implemented maintenance renewal process, leading to 80% retention rate for modeling software customers.
- Improved and managed the RMA (return merchandise authorization) process, making the repair and return process more effective and efficient.
- Proposed, investigated, and implemented the use of VNC technology to reduce the cost of sales and support.

Summer Intern

May 1999 – August 1999

- Solved customer technical problems relating to both the force-feedback hardware and software development kit.
- Designed and generated Crystal Reports to query the customer database for maintenance, warranty, and repair information, enabling a pro-active process for customer maintenance renewal.
- Partnered with engineering team to develop both hardware and software test harnesses.

EDUCATION

VIRGINIA POLYTECHNIC INSTITUTE AND STATE UNIVERSITY, B.S., Computer Engineering, 1996 – 2000