GEOFFREY B. COX

21975 Traction Place
Sterling, VA 20164   Geoff@geoff-cox.com   Cell: (703) 409-2218

SUMMARY

Software Developer with more than 40 years of development and management in product design, development, and marketing. Certified ServiceNow Application Developer and System Administrator. Customer focused, with strong written and verbal communication skills including technical writing and documentation for product development, design and marketing collateral. Extensive software development and digital hardware design skills. Highly proficient with PCs including the Microsoft suite of applications. Certified Project Management Professional (PMP), Experienced in all phases of program management and quality processes. Certified Lean Six-Sigma Black Belt, Certified ITIL V3 Foundations, Certified ScrumMaster.

I have recently retired from Verisign, and am looking for a full or part time position either as an embedded software developer, or a ServiceNow developer. I prefer a hybrid remote stance. I live in Sterling, Virginia most of the year, and in Minnesota June through August. My wife and I travel internationally in the Fall.

PROFESSIONAL EXPERIENCE

VERISIGN, Reston, VA   **September 2009-September 2024**
Internet Infrastructure.

Sr. Manager, Service Management Tools Engineering   2009-2024
Manage and develop Service Management tools.
- Developed custom applications for Service Management using the Service-Now platform.
- Winner, 2011 Service-Now Innovation of the Year award. Top-5 Finalist in 2012. Top-5 Finalist in 2014.
- Managed and developed ITIL service catalog.

AMERICA ONLINE, Dulles, VA   **March 2008-September 2009**
Internet Service and Web Content.

Senior Technical Program Manager, OASIS group   2008-2009
Program & project management of multiple software application / web products for internal AOL and Time Warner customers.
- Managed CMDB and NW CMDB related tools projects.
- Developed automated tools for OASIS group.
- Managed SOA Web Services Catalog

GRIDPOINT, INC, Washington, DC   **August 2005-March 2008**
Intelligent Energy Management Products.

Director, Project Management Office   2005-2008
Develop and lead the project management office for a startup company developing a line of intelligent energy management projects.
- Developed the GridPoint Utility Solution (energy management appliance with demand side management, supply side management, backup power, and network monitoring and control).
- Developed the GridPoint Connect product (renewable energy appliance with backup power and network monitoring).
- Developed the GridPoint Protect product (whole house instant backup power and network monitoring).

AMERICA ONLINE, Dulles, VA   **2004-2005**
Internet Service and Web Content.

Senior Technical Project Manager, Internet Services   2004-2005
Project management of multiple software application / web products for internal AOL and Time Warner customers.
- Managed Data Quality initiative
- Managed development and launch of Time Tracking System for Internet Services employees.
- Designed Software License Management workflow and managed software license inventory client.

XEROX ENGINEERING SYSTEMS, Herndon, VA   **1997-2002**
Digital Document Systems (scanning, printing, copying) for the wide-format Engineering Market.

Director, Software Applications and Finishing Products, Herndon Site Manager   2001-2002
Project management of multiple software application product programs and finishing product programs, including all phases of project management and product launch. Site manager for XES Herndon operations, managing sales trainers, senior design engineers, test technicians, system and web site administrators, technical support hotline and administration staff. Build vendor relationships.
- Launched the Bay "Hornet" Folder, the Gera "88 Series" folder, and the Printfold "2750" folder.
- Launched "Plotworks" document management software, "ImageSite" dms, "Caldera" raster image processing, and "VP Hybrid CAD" raster to vector image converter software.
- Reviewed operations in Rochester NY, Stamford CT, Santa Clara CA, United Kingdom, France, Spain, and Germany.

Director, Current Product Quality   1997-2001
Expansion of the Current Engineering Manager position to include problem tracking and resolution and feature enhancement for all of the company's current and legacy products, in all locations worldwide. Managed team developing software for wide-carriage digital printers and scanners used in the engineering marketplace. Controller firmware included communications/networking, user interface, image format interpretation, compression/decompression, graphic rendering, and queue management. Client software included document submission and retrieval tools, and printer drivers. Team duties included product enhancement of legacy products, and 3rd tier technical support for customers, dealers, field analysts, and technical support departments.
- Achieved aggressive goals for problem solving against customer satisfaction targets.
- Visited customers across the US, and in Sweden and Germany.
- Implemented modifications that allowed XES software to be launched on the Kinko's Gold office network CD for use in Kinko's retail locations worldwide.
- Fixed and closed a list of prior, long-standing customer dissatisfiers.
- Transitioned customers from obsolete products with upgrades and/or new products.

EUROTHERM CONTROLS INC, Reston VA   **1985 to 1997**
Industrial Controls including Temperature Controls for the Plastics Industry.

Project Manager, Lead Design Engineer   1993-1997
Managed the development and architecture of a new series of discrete temperature control products, including temperature controllers, valve position controllers, and process indicators. Recruited and led a team of hardware, software, and mechanical engineers, engineering technicians, and contractors; coordinated Research and Development with Drawing Office, Marketing, Purchasing, Literature, Quality, Manufacturing, and Test departments; directed all phases of hardware, software, and mechanics design. This product continues to be sold worldwide.
- Developed ISO 9000 procedures for product development team.
- Produced safety manuals for CE compliance of new products.
- Managed joint development teams across international borders.

System Architect, Design Engineer   1985-1993
Developed modules for networked process control systems implemented with IEC65A Function Block Architecture. Spearheaded the development of an entirely new line of process control modules, including product specification, design, documentation, manufacture, and test. Managed a team of hardware and software engineers, and engineering technicians. Order book closed on this product in 1999.
- Developed proprietary control and self-tuning algorithms for temperature controllers.
- Customized software for industrial control equipment in special customer applications.

M/A COM DCC, Germantown, MD – Senior Electronic Engineering Technician   1982-1985

INPUT BUSINESS MACHINES, INC. Frederick, MD – Electronic Engineering Technician   1979-1982

CERTIFICATIONS
Certified Application Developer, ServiceNow, April 2015
Certified System Administrator, ServiceNow, September 2013
Lean Six Sigma Black Belt, Virginia Polytechnical Institute and State University
Project Management Professional, Project Management Institute
ITIL V3 Foundations, Hewlett Packard/ The APM Group Ltd 2008
Certified ScrumMaster, Scrum Alliance, January 2014

EDUCATION
MBA, Virginia Polytechnical Institute and State University, Falls Church, Virginia
BS, Electrical Engineering, George Mason University, Fairfax, Virginia
Masters Certificate in Information Technology Project Management, ESI / George Washington University

ASSOCIATIONS
American Mensa, Metropolitan Washington Mensa
Society of Plastics Engineers
Past member of the Project Management Institute (PMI)

HONORS & AWARDS
Service-Now Innovator of the Year 2011
Beta Gamma Sigma Honor Society for AACSB Accredited Business Programs
Eta Kappa Nu Electrical Engineering Honor Society
Golden Key National Honor Society

TRAINING, SKILLS & SEMINARS
Responding to the Unexpected: Setting Up Your Team Culture for Innovation ~ Project Management Institute
Working with Indian Nationals ~ Prudential Financial
ITIL V3 Foundations ~ HP / The APM Group Ltd 2008 / OGC
Critical Thinking and Problem Solving ~ ESI / George Washington University
Lean Six-Sigma Black Belt ~ VPMEP / Virginia Polytechnical Institute
Systems Integration Project Management ~ ESI / George Washington University
Network & Telecom Principles for Project Managers ~ ESI / George Washington University
Risk Management ~ ESI / George Washington University
Project Leadership, Management, and Communications ~ ESI / George Washington University
Perl Programming /Advanced Perl Programming ~ TrueNorth Consulting, Inc.
Managing IT Projects ~ ESI / George Washington University
Project Management / Project Leadership, A Comprehensive Seminar ~ Strategic Management Group, Inc.
Presenting Data and Information (Edward Tufte) ~ Graphics Press
Leadership, the Critical Difference ~ James Madison University Seminar
The Technical Person in a Supervisory Position ~ Rockhurst College CE Center Seminar

REFERENCES
(some of these are quite old, contact numbers may be out of date)

Will Dixon
Director, Product Management
GridPoint, Inc.
2020 K St. NW #550
Washington, DC 20006
202-903-2100

Rich Andrews
Director, Software Development
GridPoint, Inc.
2020 K St. NW #550
Washington, DC 20006
202-903-2100

Matt Trimboli
Sr. Manager, Configuration & Process Management Systems
Verisign, Inc.
12061 Bluemont Way
Reston, VA 20190
703-948-4071

Warren Kleiman
Manager, Systems Engineering
Manager, Cross Platform Architecture
Development
Solutions and Services Technology Center
Xerox Innovation Group, Xerox Corporation
800 Phillips Road
Building 128 Mailstop 30E
Webster, NY 14580
(585) 422-2235

Bill Perry
President
Eurotherm Controls Inc (Invensys PLC)
741F Miller Drive, Leesburg, VA 20175
(703) 443-0000

James E. Dunne
Director, Information Security Practice
Blackbird Technologies
13900 Lincoln Park Drive, Suite 220
Herndon, VA 20171
Phone - 703-796-1443
Mobile - 703-728-6496

Dr. George Turnbull
Founder & Managing Director
Open Automation and Control
Ferring, West Sussex, UK
Home - 01903 507080
Office - 01621 840505
Mobile - 07715 120566

David Kingsland
Vice President, Product Development
Xerox Engineering Systems
PO Box 555 / Suzhou
Stamford, CT 06904
(0086) 13812650483 (China Mobile)

John Houldsworth
Chief Technology Officer
Power Precise Solutions
(703) 627-8379