

David W. Van Abel

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Objective

Provide analysis, conversion and processing services to businesses with complex data issues.

Professional Summary

Complex data analysis & processing, QA engineer, Business application design, development, team management, testing, deployment and support for 20+ years. Work areas have included class action law suit data analysis and processing, telephony billing, VoIP billing, click-to-call, commercial web and e-commerce applications, on-line reservation systems, and much more.

Additional Qualities

Broad spectrum of business knowledge from Engineering to Internet Technology and Cable TV VOD systems. Experience with people from technical to corporate executives. Create business requirements from interviews. Translate business requirements into technical requirements. Manage multiple development teams around the globe. Design specialized websites. Work across 15+ timezones.

Data Processing Accomplishments

- **Jan – Feb 2008, Jun – Nov 2009 Duree Barton PC, Denver, CO. VEHICLE UM & UIM INSURANCE CLASS ACTION LAW SUIT.** Responsibilities included initial meeting with the Law Firm & Duree Barton to determine extraction process for 9+ million billing records; computer requirements to handle billing records; database selection; database designs (schemas); data import utilities; review, evaluation & determination of Insurance Company's data dictionary with Duree Barton, so we could best determine data meanings; query export/import utilities to identify unique households, which were then put into additional database tables; test model data extraction for Duree Barton; worked hand-in-hand with Duree Barton to validate the defined data models; worked with Duree Barton to identify final data extraction based on test models; wrote extraction utilities to final data; designed final data database schemas; executed utilities to import final data into database tables; wrote and executed final data queries for class action damages; wrote summary document of data processing for Duree Barton.

Quality Control (QA) Engineer Accomplishments

- **TandbergTV / Ericsson March 2007 – Present. OPENSTREAM® SERVICE DELIVERY SOLUTIONS.** The OpenStream® Digital Services Platform (DSP) is the industry's only complete open on-demand platform that enables service providers to quickly offer on-demand services such as video-on-demand (VOD).
- Cable TV Clients of TandbergTV's OPENSTREAM® include the likes of Comcast, Verizon, Time Warner, Charter, and all sizes of cable providers around the globe.
- QA responsibilities include working directly with software engineers to test daily / weekly software builds, certifying vendor set top boxes, analyzing and testing corporate-level defects, developing QA test plans, and reviewing existing test plans against product functionality.
- A primary daily QA task is identifying defects in new releases, researching the causes, and

presenting detailed analysis to software engineers, so the defect may be corrected quickly.

- Another QA task has been in-depth analysis of back-office transactions related to set top box behavior, for on-demand movie rentals and service upsell. This in-depth analysis has uncovered existing back-office transaction and cache defects, which had gone undetected by corporate and client QA for several product releases.
- Another QA task was managing STB code uploading via a DAC. DAC code uploads included Motorola models 2000, 2500, AST & DCH100; Pace Vegas, VegasCC & RNG110. Pace code uploads also included debug SEC builds.
- QA at the software engineer group level initially was a pilot program for TandbergTV Engineering. The program is now approaching 3 years, and should run all of the 2010 year.

2001 to 2007 Consulting - VanAbel.Com Project Management – Sr. BA

The Postpaid VoIP / Syion Billing Solution for Sipwest.Com 2005-2007

- Sipwest.Com is a start-up California VoIP Service Provider, whose focus is VoIP phone systems and VoIP service to office parks, specialty businesses, and apartment / condo complexes. Their VoIP network is build around the Syion Soft Switch.
- The business solution used here is based on the 2VA Postpaid VoIP / Asterisk Billing Solution. It was retrofitted with a front-end Collector System using MySQL. At the Collector, Syion CDR layout was mapped to Asterisk CDR layout. The Collector design enhancement allows use of the 2VA CDR rating engine without change. Later the CDR rating engine was enhanced to offer full multi-vendor / customer price models.
- This billing solution is built around MySQL, Perl + HTML-Template, JavaScript, CSS, DBI, and runs on the Apache / Linux web servers. Interface to Collector database is done via Perl with DBI. An unlimited number of Collection servers can be used.
- Analysis and design was done by Mr. Van Abel. Development work was done by the off-shore team of VanAbel.Com, under the management and supervision of Mr. Van Abel.

Prepaid & Postpaid VoIP / Asterisk Billing Solution for Babel.Net 2004-2005

- Babel is a US-based VoIP Service Provider with its main customer base in Iraq.
- At one time, Babel used the 2VA Prepaid and Postpaid billing solutions. Babel provided some of the initial business requirements input to prepaid and postpaid VoIP billing solutions.

CallingBabylon.Com 2005-2006

- CallingBabylon is a startup VoIP Service Provider which hopes to offer boutique VoIP calling between French Resorts and England. The objective here is/was to provide people with great savings over traditional telephone long distance calling.
- The initial business solution is/was based on the 2VA Prepaid Billing Solution, and it has been customized for their specific business requirements.
- Analysis and design was done by Mr. Van Abel. Development work was done by the off-shore team of VanAbel.Com, under the management and supervision of Mr. Van Abel.
- Asterisk Call Plans & the Client C++ engine was designed, developed and maintained by the off-shore team. Mr. Van Abel provided design guidance for the Client C++ engine.
- This business is now in its final testing mode, and hopes to go live by January, 2006.

AMA Tools for Tel West Communications 2004-2006

- Tel West Communications, LLC. & Tel West Network Services (www.telwestservices.com) is a facilities-based Internet, data and voice communications provider that specializes in cost-effective dedicated circuits for small, medium and enterprise businesses. Headquartered in Seattle, Washington, the company's local network presence spans 10 major metropolitan areas including, Seattle, Bellevue, Tacoma, Olympia, Dallas, Austin, San Antonio, Houston, Fort Worth, and Corpus Christi.
- Tel West needed an IT solution for extracting Class 5 Telephone Switch data (commonly known in the industry as AMA call records). Generally AMA is converted to text format within very large and expensive billing systems, commonly used by the likes of Baby Bells and Cable Companies.
- A data processing tool was designed, developed, tested and deployed using Perl. This very small and extremely powerful tool extracts data for all Tel West sites. Since original writing, it has been easily enhanced to provide new functionality.
- The tool was written in Perl, and operates on Unix, Linux and Windows without modifications for operating systems. The tool can convert millions of AMA records to text in a day.
- Mr. Van Abel's AMA tool is one of only a few available independently today.

International Software Development Team 2003-2006

- In 2003 researched, advertised, interviewed, hired and trained an offshore software team. First hire was October, 2003. Worked with team members to learn Perl, improve their English skills, and learn western business. Also managed all aspects of team work. Team expanded to seven in 2005. Team now has a wide spectrum of web, database and VoIP skills - Perl, C++, HTML, Graphics, Flash, CSS & Linux. The Team's latest work primarily focuses on VoIP billing & click-to-call applications.

AirportParkingReservations.Com (APR)

- Founded by travel industry veterans with years of combined experience, they were able to leverage long-standing relationships with corporate travel managers, on-line travel portals and major travel agencies to connect with an increasing percentage of the traveling public - both corporate and leisure.
- Initially assisted APR to launch their new website, which included adding a credit card payment gateway before going live. Post-launch, worked with one principal to continually identify new business features. For each new business feature provided architect design, development, testing and launch. Also provided day-to-day technical application support.
- The APR website is built around MySQL, Perl + HTML-Template, SSL, and runs on Apache / Linux. Today this website is maintained by an APR partner.

RonaldsRecordClub.Com (RRC)

- Best way to explain RRC is like this: Who is Ronald? RONALD is your music expert. A veteran of more than 30 years in the music industry, RONALD listens to lots of music and gets great pleasure from introducing friends and family to albums and artists he discovers. RONALD is often asked to prepare lists of CDs to buy for friends - friends who love music, but who are busy and have a hard time figuring out how to find new music they will like. Now, you too can rely on RONALD for your music selections through RONALD'S RECORD CLUB ("RRC").
- Ronald needed a total business solution for his subscription record club complete with e-commerce. A total business solution was done from analysis, architectural design, development, testing, and launch. Analysis and architectural design was done by Mr. Van Abel. Development

work was done by the off-shore team of VanAbel.Com, under the management and supervision of Mr. Van Abel.

- The RRC website is built around MySQL, Perl + HTML-Template, JavaScript, CSS, Paypal Subscription Module, and runs on an Apache / Linux web server.

The Postpaid VoIP / Asterisk Billing Solution

- Postpaid Billing is based on previous technology of telephone billing system CDR rating engines, and newly designed global and group global rating plans. Global rating allows the use of a single MySQL table for rating calls for any country and any number of local digit calls.
- 2VA is built around MySQL, Perl + HTML-Template, JavaScript, CSS, DBI, and runs on the Apache / Linux web servers. Interface to Asterisk VoIP server MySQL database is done via Perl with DBI. 2VA can interface with an unlimited number of Asterisk VoIP servers.
- Analysis and design was done by Mr. Van Abel. Development work was done by the off-shore team of VanAbel.Com, under the management and supervision of Mr. Van Abel. The initial CDR rating engine was written by Mr. Van Abel, and he now provides design guidance to the off-shore team for enhancements. The CDR rating engine operates automatically as a cron process, and is capable of processing many million call records per month.
- A flash presentation on VanAbel.Com shows the Administration, Vendor and Customer (MyAccount) web interfaces.

The Prepaid VoIP / Asterisk Billing Solution

- The foundation of Prepaid Billing is also based on the same technology of postpaid. However, it contains a unique Client-side C++ Asterisk module for call management, and interfacing with the MySQL database and websites. Unlike most designs, this application maintains customer balances in its own database, not Asterisk's. Calls are also rated real-time and saved in the billing system DB. The prepaid billing solution is easily expanded by adding the client-side module to new Asterisk real-time servers.
- Analysis and design was done by Mr. Van Abel. Development work was done by the off-shore team of VanAbel.Com, under the management and supervision of Mr. Van Abel.
- Asterisk Call Plans & the Client C++ engine was designed, developed and is maintained by the off-shore team. Mr. Van Abel provides as-needed design guidance for the Client C++ engine.

Click-To-Call for Clixme.Com

- A state of the art click-to-call platform, by Clixme.Com, that connects customers visiting your own website to your phone. The best way to learn about the Clixme solution is visit the website and sign up for a free account. Once inside the MyAccount, some of the capabilities of Clixme can be realized.
- Clixme needed a robust and reasonably priced Click-To-Call web / VoIP solution. Competitor's where/are charging customers huge upfront fees or high recurring fees. Clixme needed a better mousetrap!
- This business solution was done from analysis and architectural design, all the way to launch and on-going support. After initial design by Mr. Van Abel, development work was done by the off-shore team of VanAbel.Com, under the management and supervision of Mr. Van Abel.
- The Clixme solution is a hybrid of the standard 2VA Prepaid Billing Solution, and has been enhanced with an auto-renewal credit card balance module, which maintains positive customer account balances. VoIP call routing is managed by the web interface, MySQL database, and client C++ module on Asterisk Servers. Credit card module interfaces with Authorize.Net.
- Clixme is built around MySQL, Perl + HTML-Template, JavaScript, CSS, DBI, Flash, Authorize.Net and runs on the Apache / Linux web servers and Asterisk / Linux VoIP servers.

1998 to 2001 **Consulting** **Sr. BA – Architect - PM**

AT&T Broadband, Denver, CO.

- Worked as Lead Systems Engineer, Technical Architect, Web Development, Test Lead for black and white box testing, Tools Development, and Technical Rapid Response Team Lead. All tools were developed in Perl.

Tonos, Culver City, CA

- Apache & Tomcat Configuration Project. Task here was to deploy Sun Servers to run Apache and Tomcat for their JAVA Website. Work also included white box testing.

Rational, Boulder, CO

- Research Project for Apache & Tomcat. Task here was to deploy Linux Servers to run Apache and Tomcat for their JAVA Website. This was bleeding-edge technology at this time in the open source world. Work also included white box testing.

MediaOne (formally owned by US West)

- Senior Tester on a CDR Call Mediation System. Responsibilities included test plan development using Mercury Test Manager, CDR AMA data creation and system testing (white box testing and black box testing). After extensive testing, made recommendations to Management Team that the contract should be canceled. Approximately one year later, the project was canceled because the application could not meet requirements.

FirstWorld Communications

- Credit card decryption resolution for First World Communications, on Sun Servers. The application could not be installed on the Sun server, so it was ported to a Linux server as a temporary solution.

ATU Communications, Anchorage, AK

- Billing and Customer Care Project Management on a \$12 Million Billing and Customer Care installation for an Alaska-based telephone company, including management of a twenty person staff, coordination with division managers, company executives and the vendor. This was a last ditch attempt to bring an over-budget and over-due system on-line. Post sale of the city-owned business to private industry, the system was finally brought on-line.

Feb 1996 - Apr 1998 **Small to Medium ISP's In USA & Canada** **Partner - Architect**

- Developed Internet Billing Systems for small to medium size ISP's.
- As a partner of this company, specific responsibilities included AR design and development, consulted in billing design, system installation, system documentation, assisted in data conversion, system support and sales. Clients' businesses range in size from 100 subscribers to 30,000 subscribers, with the largest customer being AK's dominant Internet Service Provider.
- The systems were developed for DOS, Windows and UNIX (Sun, AIX, Free BSD. and Linux).

1990 - Jun 1998 **Telecom Consulting** **Architect**

- Billing Systems for Small to Medium Size Telecommunication Companies. Developed Wholesale and Retail Long Distance Telephone Billing Systems (1990-1998) for small to medium size Wholesale and Retail Telephone Companies. Responsibilities included end-to-end design, development, testing (white box and black box) installation, documentation, client training, maintenance and support. Client businesses ranged in size from 1 to 7 million MOU per month. Systems were deployed on various AIX, UNIX & Linux platforms.

Education. BS Civil Engineering