

JAMES A. GLUTTING

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EXPERIENCE:

1996 – Current

SOFTWARE ENGINEERING SPECIALISTS, INC. | Detroit, MI | www.softwarespec.com
President and CEO of Independent IT Consulting Firm

Clients and Engagement Highlights:

Continental Dining & Refreshment Services | Food service, yacht charters, and banquet catering

- **Custom Development:** Designed, wrote, and deployed custom web application resulting in reduced labor costs due to improved labor forecasting and scheduling.
- **Custom Integration:** Wrote custom code in order to eliminate 10-20 hours per week of inefficient manual data entry of bank transactions, invoices, and sales data, thus improving accounting accuracy and timeliness as well as updating the GL for weekly flash reporting.
- **Aloha POS Implementation:** Set up VPN tunnels for secure connectivity to update the POS database from corporate, allow access to corporate servers, provide software support, and receive standardized sales and revenue data daily from 30 remote cafes.
- **Server Configuration:** Configured web, email, FTP, SSH, Samba, DNS, and DHCP servers. Also installed an LTSP server with 20 thin clients to improve communication and business efficiency.

Binson's Hospital Supplies, Inc. | Durable Medical Equipment (DME) retail stores and warehouses

- **HIPAA Compliance:** Designed and wrote a HIPAA compliant ANSI X12 medical claim system allowing all claims to be submitted electronically resulting in more timely payments.
- **Order Management:** Automated monthly ordering and integrated insurance billing resulting in a reduction of the billing staff by 50% and decreased billing rejections by 90%.
- **Medicaid DME Contract System:** Designed and wrote components of Medicaid DME contract system enabling the client to service monthly orders for 6,000+ Medicaid patients.
- **ERP Customization:** Designed & implemented Freedom ERP Inventory, A/P and G/L customizations to meet unique business requirements including bar-coded labels for scanning products.
- **LTSP Thin Clients:** Deployed 100 LTSP workstations in place of PC's saving the customer thousands of dollars (about \$400.00/PC) and enabling reliable access to multiple servers.

Patterson Dental Supplies, Inc. | Eaglesoft dental software sales and support

- **Custom Database Conversion Code:** Converted 165+ dental offices' patient data from nine different proprietary applications into a standard format, enabling their data to import into Eaglesoft practice management, which is a more robust and integrated technology.
- **Technical Support:** Help field engineers with connectivity to Unix, Alpha Micro and other proprietary systems to enable data extraction for conversions.

Curves for Women | Exercise and weight loss clubs exclusively for women.

- **Remote Connectivity:** Installed / maintain connectivity between 3 clubs enabling the owner to manage all of the clubs from any location and from home using VPN routers for secure access.

1981 – 1996

COMMAND DENTAL SYSTEMS | Southfield, MI
Director of Software Development

- **Manage Software Development:** Designed, programmed, and managed software development team for a dental office management software product deployed in 600+ dental offices.
- **Technical Advisor:** Provided technical support for hardware, software and data issues to the customer service department.

1972 – 1981

- Performed software and application development, managed night shift operations, supervised computer room and network at various places of employment.

TECHNOLOGIES:

- Operating Systems: Linux, Unix, MS Windows Vista, 2003, XP, 2000, 98
- System Servers: Linux, Windows, File, Application, Web, Email, FTP, SSH, LTSP
- Languages: SQL, PHP, HTML, Progress 4gl, Cobol, Unix and Cmd shell
- Databases: PostgreSQL, Progress, MSSQL, MS Access, Isam and csv files
- Networking: LANS, WANS, VPNS, Ethernet Switches, Routers, Firewalls
- Open source solutions advocate when appropriate

EDUCATION:

- Henry Ford Community College | Dearborn MI | Associate Degree in Computer Science, 1973.
- Board Member of open source Michigan User Group (www.mug.org) since 1991.
- Regularly attend Linux and Open Source conferences and trade shows.
- Dale Carnegie Course, 1994