

James B. Hawes

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Head of Software Development

Technical-sophisticated leader with extensive experience in spearheading end-to-end software development lifecycle, exceeding client expectations, and delivering technical services across IT sectors.

Demonstrated expertise in software architecture, system design, agile development methodologies, as well as programming languages, frameworks, and tools. Skilled in leading cross-functional teams, resolving technical issues, and managing diverse projects. Track record of leveraging networking, disaster recovery, risk mitigation, and business management expertise to drive enhanced process improvements and reduce costs. Well-versed in developing high-quality software, identifying existing issues, fixing bugs, and optimizing system. Instrumental in streamlining development processes and increasing team sharing through strategic organizational analysis. Expert in integrating software components, creating software verification plans, testing applications, and upgrading existing systems.

Areas of Expertise

- Project Management
- Database & Network Administration
- User Experience
- Program Management
- Team Leadership
- Software Development
- ERP & System Administration
- Quality Assurance & Testing
- Relationship Building

Professional Experience

Global Holdings, LLC

2022 - Present

Director of Development

Lead Agile software development life cycle, while overseeing architecture, testing, and project management. Empower team members for optimal performance, manage operations, and encourage fresh talent to enhance capabilities.

- Integrated new products into Global Product Offering through Software Development Life Cycle (SDLC).
- Recognized technical resources, decreased team attrition and enhanced output quality.
- Implemented strategic modifications in team configuration and procedures to boost quality and drive innovation.
- Maintained a high degree of GLBA and SOC Compliance throughout the SDL.

U.S. Payments, LLC

2018 - 2022

Director of Software

Developed and implemented streamlined processes and protocols to boost efficiency and excellence. Delivered assistance in migration of the legacy Kiosk network to a modern platform. Incorporated Fiserv into the Kiosk network, while fostering the company's expansion.

- Supported 1500 kiosks, 400 billers, and hundreds of thousands of transactions monthly by overseeing software and improved payment transaction system.
- Achieved smooth transition of entire system from legacy infrastructure, ensured robust stability, and developed functionalities to enhance company profitability.
- Implemented and transitioned tools for optimizing the Software Development Life Cycle (SDLC).
- Educated and upheld secure coding methodologies, employing OWASP standards.
- Ensured rigorous PCI Audit Compliance throughout the SDLC.

Sulzer

2014 - 2018

ERP & Business Applications Manager

Oversaw department tasked with administering, maintaining, and expanding ERP and other business applications in manufacturing setting through strong leadership, communication, and management.

- Conducted analysis of the transition from current ERP system to SAP to ensure smooth migration process.
- Reduced 3-year-old issue queue to just 30 days within six months, all without any adverse effects on business operations.
- Restructured ERP team to enhance efficiency and collaboration.
- Devised and executed strategies to elevate quality and reinforce customer support.

Infor

2007-2014

Development Manager

Served as team leader and developer to steer various team and project management facets across five pivotal products spanning from ecommerce to SX.e Distribution ERP. Implemented and integrated systems across product spectrum under management or development. Oversaw development groups, govern technology frameworks, and direct product quality and strategy. Engaged with customers, end users, and stakeholders to define optimal technical strategy for each product offering.

- Introduced innovative technologies and enhanced system functionality and introduced novel features to product suite.
- Created ERP system, new product line for tool crib management, formation of exceptional teams, and deployment of technologies to address challenges within the ecommerce domain.
- Delivered assistance in devising a mobile application strategy influencing corporate and divisional product development teams.
- Developed one of the company's pioneering mobile apps.

Education

Bachelor of Science in Management Information Systems - University of Colorado at Colorado Springs, CO