**Glenn Harless**

#### Rockville, MD 20850 301-422-4536 [gharless@gmail.com](mailto:gharless@gmail.com) <https://www.linkedin.com/in/gharless>

**Senior Director – Technical Projects and Programs**

**IT Design / Technology Architect / Software / Team Leadership / Negotiations / Lead Developer / Budgets Branding / Voice Technology / Sales Support / Strategic Planning / Mentoring / Quantitative Analysis / Start ups**

High performance visionary technical professional with an exceptional ability to successfully lead the most difficult projects and support functions to profitability and success. Manage day-to-day strategic partnerships. Design and develop processes to improve business results by utilizing strategic analysis and self-designed solutions. Results driven leader that secures results faster than others. Holder of multiple U.S. Patents. Creates robust products to improve productivity, consistency and solve issues in a win-win environment. Aligns resources for productivity gains.

My executive strengths include:

* **Leading strategic planning to achieve business goals and launch innovative technology platforms**
* **Designing innovative systems with advanced technology, software, and internal and external resources**
* **Providing total product development oversight including development problem resolution**
* **Delivering business improvements that lower risk, costs and labor inefficiencies**

**Education:** **BS**, Information Technology, Summa Cum Laude, University of Phoenix.

**Technical Skills:** SDLC, UX/IX, UI Components, HTML5/Bootstrap, WAMP/LAMP, Rackspace, PHP, WordPress, PMPMyAdmin, Javascript, CSS3, PayPal, WooCommerce, MySQL, Slack, ZenDesk, RingCentral, MS-Office 365, Google Business Apps, Android OS, Adobe Creative Suite, Digital Video/Audio, Social Media.

### Selected Accomplishments

* **Designed, implemented and managed process to launch world’s first cross-platform conversation simulation tool.** Simulation software depended on Windows OS embedded speech recognition software. Integrated with Google Voice in Chrome browser. Delivered world’s first free conversational simulation tool.
* **Developed simulation software that guided first time users through conversion.** Users needed process to educate them on product functionality. Built flash-based overlay tool that demonstrated and explained the product. The web-based application produced increased usability and was well received by clients.
* **Secured a web-based video response to stream individual segments.** Conversation software was distributed as a desk top product. Streaming would keep information up to date and more cost effective. Led team that developed an embedded automated tool. Preserved subject integrity and believability of the conversation.
* **Established a start up enterprise.** As CTO, collaborated with “C” officers to build technical and operational infrastructure for the company. Led branding, digital collateral, web presence, ecommerce solutions and administrative infrastructure. Built company from start up to thriving Series A valuation of $15M.
* **Designed and delivered premier customer-based business analytics platform.** Used HTML5/PHP solution matched to company branding. Navigated and implemented new structure matching required features. Successfully led cross-functional teams. Platform is available at: <https://beta.newfrontierdata.com>.

### Career History

**Co-founder and Chief Technology Officer**, New Frontier Data, 2014 to 2017. For a premier data collection, aggregation, reporting and analysis enterprise, led the conceptual and practical design and development of all technology-based infrastructure within a startup business. Controlled all processes surrounding project management.

**Chief Experience Officer**, Interactive Drama, 2012 to 2014. Designed and led the technological development of Virtual Conversations® software while managing multiple and concurrent projects. Controlled all phases of projects.

**Director of System Development**, **Director of Media Design** and **Graphic Designer,** Interactive Drama, 1993 to 2011.

Controlled all aspects of multiple projects including scope control, scheduling, technology changes, cross-functional team oversight and securing on time and on budget completions. Performed project Lead Architect duties.