

John Hendry
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PROFESSIONAL SUMMARY:

- 15+ years of experience in the IVR programming field.
- Experienced with software life cycle application development from requirements assessment through code implementation and test
- Experienced in direct communication with end-user clients for software / systems implementations
- 30 year broadcasting career (full and part time) in radio broadcasting

EDUCATION

Texas A&M University - Commerce

- Bachelor's Degree in Information Systems – Honors Graduate – provided 100% support while attending college

COMPUTER SKILLS

Languages: InterVoice Invision, IQTalk, VXML, ODBC.

Operating Systems: Windows XP, Windows 2000, Windows NT, Windows 98, OS/2

EMPLOYMENT HISTORY:

Acclaim Telecom Services, Inc. – Richardson, Texas
Sr. Programmer Analyst / Sr. IVR Developer

07 / 1999 – 01 / 2010

Member of a specialized IVR / Speech Recognition application development group performing both full software lifecycle development as well as application enhancement development services. Work performed primarily on the InterVoice IVR platform running Windows 2003 Server, Windows XP, Windows NT, IBM OS/2. Software developed were for DTMF and Speech Recognition / Voice Recognition applications.

Industries serviced included: Financial, including Bank applications, Medical, including hospitals and medical manufacturers. Applications were primarily call centers with inbound and outbound service support.

Specific job duties performed include:

- Creation and modification of proprietary software code for voice response systems for customers throughout the country.
- Travel to the customer site, and work directly with the customer for better understanding of the customer's needs. Worked with Fortune 100 to Fortune 1000 customers.
- Coordinate recording of messages needed with voice talent, and assist customer in developing specifications for their voice response needs.
- Applications interfaced with Siemens switches, and am familiar with integrating IVR applications with the Siemens HPPC, and APRI protocols. I also have experience interfacing with most standard database (ODBC) protocols, including Oracle.

Intervoice, Inc. - Dallas, Texas
Team Leader / Programmer Analyst

06 / 1995 – 06 / 1999

Promoted to the Team Leader position in Dec. 1997 performing IVR application development in the industry leading Intervoice IVR platform.

Specific Responsibilities Included:

- Managing resources for installations of product at purchasers' locations, coordinating internal resources for programming along with providing technical and administrative support to programmers
- Assisted project managers with various customer needs, including but not limited to acquisition of equipment or software, coordination of external resources, or acting as a liaison between customer and project manager.
- Performed modification of existing code for customers according to their specifications.
- Each project involved direct interaction with customers, both on the telephone and at the customer's location, to determine the specific needs of their application, searching current customized code to determine what changes need to be made, and coordination of recording of any new messages needed with voice talent.
- Extensive training on various coding platforms used by Intervoice.

Sports Announcer, Engineer, KEMM-FM, Greenville, Texas (Sept 93 to May 95)

Sports Director, KETR-FM, Commerce, Texas (May 1991 to June 1993)

Motor Coach Operator, Buddy Gore Tours, Sulphur Springs, Tx (Dec 92-June 95)

Sports Director, Assistant Program Director, Engineer: Various radio stations in Texas and New Mexico (July 1976 to May 1991)

AWARDS

- **Employee of the Month, Intervoice, October, 1996**
- **Promoted to Engineer II, SWA, Intervoice , September, 1996**
- **Promoted to Team Leader, Intervoice, December, 1997**
- **President's Honor Roll (4.0 GPA) Fall, 1993, Spring, 1995 (Dean's List twice)**
- **Finalist, Regents Scholar, East Texas State University, Spring, 1994**
- **Inducted into Alpha Chi, National College Honor Scholarship Society, 1993**
- **Texas Associated Press:**
 Best Sportscast (1985,86,87,91,92,93,94)
 Best Play-by-play (1991,92,94) Best Newscast (1981) Best local anchor (1982)
- **Lone Star Conference: Broadcaster of the Year (1990,91,92)**