

**Mark Morgan**  
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### **Qualifications:**

- 35 years of commercial software development and system administration experience, ranging from IBM Business Basic on System 23's to Java on multiple modern platforms and cloud deployments.
- 15+ years of full-time FlexPLM experience, as senior programmer and system architect, with versions from 5.0 to 11.0, including implementations on-site and in the cloud, and multiple upgrades between versions.
- Current Primary Languages: Java, Ruby, Bash, Perl, C
- Current Primary Operating Systems: Linux, MacOS X, Windows
- AWS Certified Cloud Practitioner

### **Work Experience:**

#### **Spinning Cogs, Inc. - President and Owner**

**8/2016 - Present:** Contractor for Gildan Activewear, doing all system architect and system troubleshooting/maintenance roles. Gildan runs a three-node cluster for production, very well provisioned. Primary architect and programmer for integration with their ERP system, project still in progress, as well as primary support person for all Flex systems.

**7/2013 - Present:** Contractor for Lands' End, working on their FlexPLM systems as system architect. Did their 9.2 -> 10.1 upgrade, including all custom code, in six months, mostly remotely, by myself, when other companies were proposing 3 to 5 people on-site for six months. Lands' End has a uniquely large set of products, making the projects there more complex than most, especially as far as performance and sizing of the systems. Amongst projects prior to the upgrade, I built a two-way web service in Ruby, using an extension to FlexPLM, for communication with their material testing software vendor, which is based in Europe.

More recently, I assisted with their upgrade to 11.0 from 10.1, doing all the upgrade procedure work-throughs and architecting the upgrade process. Their 11.0

system runs on AWS machines in the cloud, which introduced some new twists to the process.

**12/2005 - 6/2014:** Contracting for Patagonia/Lost Arrow, Inc. - Senior FlexPLM programmer/SA, working on all facets of the product: integration with legacy systems, customizations (Javascript, CSP and SSP), bug fixes, version upgrades (responsible for the migration from 5.0 to 6.1 and 6.1 to 7.0) and code merges, including major functionality improvements, custom reporting, maintenance features and interface changes. Thoroughly familiar with the database structure for Flex, and have frequently optimized the database and debugged data issues, referring them to PTC for fixes. I am well known to PTC's Flex R&D group, as I have contributed code, bug fixes, and worked with them a good deal.

Prior to 10/2007, senior programmer, and since 10/2007, the SA on the project.

Patagonia has one of the most highly customized and functional versions of Flex, and is regularly used as a reference account by PTC's sales force.

I was the primary programmer on the project for most of the time worked, as the SA prior to me was spread across multiple clients. SA for the last 3 years, for two clients for the last 2 years, and am currently contracting for a third. Interface to PTC for system installation/management, troubleshooting, debugging, and code fixes.

Patagonia hired someone internal to their operation to take over the PLM duties two years ago, but I continue to monitor their systems, consult and troubleshoot if needed. I also continue to work for other departments in Patagonia, including the web site group, doing application programming, web services, system programming, and administration.

**8/2008 - 1/2015:** Contracting for agron, inc. - System Architect, working with the client to troubleshoot, support, monitor and customize their systems, application and database. In 2009, I completed the process of upgrading agron's FlexPLM installation from 6.1 to 9.0, one of the first two conversions done, working alone. The work included upgrading agron to 9.2. All work done remotely.

**11/2011 - 2012:** System Architect for implementation of Flex for LDS Church. Implementing a 9.2 system.

### **The ZaneRay Group - Systems Administrator/Senior Programmer**

**11/2002 - 12/2005:** Java programming and systems administrator for ZaneRay's clients, including [www.patagonia.com](http://www.patagonia.com) and [www.competitivcyclist.com](http://www.competitivcyclist.com), two large e-commerce web sites. Responsible for all systems administration and programming, as well as application programming, for those sites and multiple others. Created infrastructure for hot-mirroring of sites, instant registration/hosting of sites, and day to day maintenance.

## **Silvertip Technologies, Inc. - Co-Founder and President**

**5/1998 - 11/2002:** Java/C consulting and development for travel industry, silicon handling, and GIS clients, as well as development of a distributed (now referred to as "cloud") based search system.

## **Applied Information Services, Inc. - Programmer, working up to Director of I.T.**

**4/1989 - 5/1998:** Started as a C programmer and night operator, worked my way up to Director of I.T. for a major travel industry technology company, starting on the proprietary GDS airline networks and moving to the world wide web in 1995. One of only two travel suppliers to AOL for a time. AIS had the only system in the world connected to all four GDS networks and the internet at that time.

## **Diversified Computing - Programmer**

**2/1985 - 11/1988:** Programming in Workstation Basic and IBM Business basic, wrote and supported systems for schools, cities, and counties throughout Montana. Platforms included AT&T Unix, SCO Xenix, System 36, System 23, and PC's running DOS. Package included Utility Billing, AP, AR, General Ledger, School Records, General Assets, and others. All accounting programming and work was held to GAAP standards.

## References:

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