

# John Paul Serra

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A software and technology manager with over 15 years of experience in software development project implementation, intensive knowledge on application development and relevant experience in Software Development Life Cycles (SDLC)

## Education

### Master of Business Administration in Management of Technology

Georgia Institute of Technology, Atlanta, GA  
September 2011 - March 2014

### Bachelor of Science in Computer Science

Georgia Institute of Technology, Atlanta, GA  
September 1999 - March 2003

## Key Skills

- Results-oriented leadership
- Turbo C, SQL, PostgreSQL, MySQL, Visual Basic, C#, .NET, PHP, HTML, Perl + Template Toolkit, Grails, Java, LAMPP/XAMPP, Python, and Flask
- Project monitoring applications using project management tools
- Microsoft Office, OpenOffice, and LibreOffice tools
- Unix/Linux operating systems
- Business Process Management concepts
- API programming

## Certifications

- Microsoft Certified Professional, 2005
- Civil Service Eligibility Exam Passer, 2003

## Professional Experience

### Instructor

Georgia Institute of Technology, Atlanta, GA | June 2019 – Present

- Part-time instructor in Computer Science subjects

### Supervising Science Research Specialist

Georgia Technology Authority, Atlanta, GA | March 2013 – Present

- Technical and Project Manager for the Automation of GTA Research and Development (R&D) Workflows and Processes (June 2018 – Present)
- Project Coordinator and Technical Consultant for the Data Access Protocol design of managed network services and the Systems Analysis and Design of the GTA Online Referral System (August 2014 – Present)
- IT Technical Working Group member for the improved interoperability framework of the Georgia Health Information Network (July 2013 – December 2015)
- Senior Research Specialist (2011 – 2012)

### Senior Software Engineer

Navitaire LLC, Minneapolis, MN | June 2008 – November 2011

- Developer role in the Navitaire Professional Services (NPS) Team for the NewSkies Reservations System (July 2011 – November 2011)
- Team Lead for the Batch Services and Extracts Team (November 2010 – June 2011)
- Developer role for the OpenSkies Reservations System (2008 – 2010)