

# Robert C. Gray

PO BOX 286

Homer, NY 13077

607-749-2392

rob@pilot-consulting.com

## Education

### **B.A. Computer and Information Science, 1987**

*State University of New York at Potsdam*

### **Graduate Courses:** *Economics for Managers, 1990 and Discrete Mathematics, 1994*

*Syracuse University*

### **Career and Corporate Management Training**

*Pilot Consulting, Inc. has maintained educational requirements for NYS Sexual Harassment Policies and IRS requirements for Written Information Security Plan, WTSP, Rules of Behavior and Conduct Safeguarding PII.*

*Mr. Gray has maintained educational excellence by continuing education courses in JavaScript, HIPAA for non-Medical Professionals, Kevin Mitnick Security Awareness, Diversity Training, C#, C++, Visual C++, STL, Microsoft SQL Server, DB2 Database Tuning, Project Management, and Keane Productivity Management*

## Interpersonal

**SUNY Potsdam CIS Board of Advisors:** Former Board Member

**SUNY Potsdam Alumni Board of Trustees:** Former Member

**Rotary International:** Former Board Member, Cortland Breakfast Rotary Club

## Languages

Microsoft Visual Studio, Microsoft SQL Server, JavaScript, TFS, PowerShell, Adobe Automation, VB.NET, C#, C++, VBA, ASP.NET, MVC, XML, STL, Perl, Unix C++, DECC, C, ATL, MFC, RogueWave, PowerBuilder, PowerScript, HTML, yacc, lex, awk, sed, MASM, Pascal, Fortran, DCL, 808x/Z80 Assembler

## Database and Applications

IRS IRIS API, IRS 1095 Developer, Square Developers API, Wix Studio Wix Developers API, ADP Developers API – Payroll, FuelFacs Developer API, Acumatica ERP, Microsoft Office 365, Intuit QuickBooks Pro SDK, Amazon Web Services and MySQL Administration, Microsoft SQL Server, SQL Reporting Services, SQL Server Integration Services (SSIS) or Data Transformation Services, MySQL, Intel Parallel Studio, Sybase, DB2, Informix, DEC RMS; Visual Source Safe, Bounds Checker, WinDBG, Windiff, XMLDiff, RapidSQL

## Operating Systems

Microsoft: Windows Server, Windows OS - all versions, MSDOS; UNIX: Amazon AWS Linux, HP-UX, Digital Unix; OpenVMS; IBM: VS/TSO, VM/CMS, PCDOS

## Work Experience

### **President**

March 2005 - Present

***Pilot Consulting, Inc.***, Homer, NY

- Mr. Gray formed Pilot Consulting to provide business to business software consulting services. He specializes in technology migrations from one platform or database to new enterprise systems; strategic information planning; supplemental software development staffing, operations management, and custom software development.
- Pilot Consulting, Inc. currently writes and maintains software that manages membership, pension, annuity, healthcare reimbursement, CMS healthcare reporting, and auditing for the state. He also creates and manages the electronic records for IRS 1095-B, 1099-R, 1099-MISC, 1099-NEC, W-2 reporting, CMS, HRA, UMR, QuickBooks, and Lifetime Benefits Solutions reporting for various companies.
- Mr. Gray was the technical resource for Healthcare Management Partners, LLC. He provided design and development of Perl, UNIX shell scripts, and MySQL scripts for their CMS (Centers for Medicare and Medicaid Services) data extraction and analysis tool.
- Mr. Gray integrates software with products such as Microsoft SQL Reporting Services, Microsoft Access, Excel, Word, and Intuit QuickBooks. C# and C++ classes are quickly developed from XML schema using the Visual Studio XSD utility.

**Director of Software Engineering, Senior Software Engineer**  
**Innovation Associates, Inc.**, Johnson City, NY

August 2014 – November 2018

- Mr. Gray developed and maintained code in Innovation's High-Volume pharmaceutical software, PharmASSIST. He worked on projects with the programming staff to convert a portion of their code from VB6 to VB.NET and C#. He worked with the development staff to merge hard coded SQL into stored procedures, merge baselines with TFS, and shared code review duties with the other senior programmers.
- As the Director of Software Engineering, Mr. Gray worked with customers, third party partners, and all internal employees to complete software and robotic solutions for Innovation's customers. His favorite role was working closely with the talented software engineers, software test team, information technology, and the dedicated electrical engineering teams to solve the daily problems and create solutions.

**Software Consultant**

Oct. 2005 – July 2014

**Innovative Interfaces, Inc.; Polaris Library Systems**, Liverpool, NY

- Mr. Gray developed high speed, multi-threaded, highly available Windows Service applications, data services, and web services for Polaris Library Systems. He specialized in the development and support of library related standards and application protocols such as NISO NCIP, and the self-service protocol SIP.

**Product Development Manager**

Nov. 2000 – Oct. 2005

**Polaris Library Systems, Inc.**, Liverpool, NY

- As the Product Development Manager, Mr. Gray was responsible for the overall planning, construction, documentation, and quality implementation of software for Public Libraries.
- Mr. Gray managed the handoff of information from subject matter experts to R&D, QA, and Technical Communications teams. Each team prepared and developed their deliverables for each release of the software.
- Mr. Gray planned and implemented a beta release of the software with the customers and then managed the transition of the software to customer support for deployment.
- As the Manager of the Research and Development and the Quality Assurance teams, Mr. Gray was responsible for the planning, assignment, and quality of each employee's project tasks.
- Not only was he a manager but also a developer responsible for the initial analysis and development of his piece of the software release. He developed with Visual Studio.NET 2003 in C++, C#, C# forms, XML and ASP.NET as well as Microsoft SQL Server 2000.
- In support of over 450 library customers, Mr. Gray was the primary liaison between Customer Operations and the Product Development staff.
- Mr. Gray represented GIS' interests during the development of NISO standards for the library industry.

**Systems Analyst 3**

Nov. 1998 – Nov. 2000

**Niagara Mohawk Power Corp.**, Syracuse, NY

- As a Systems Analyst, Mr. Gray was responsible for the software development, maintenance, and support of an enterprise financial systems package from EDS.
- The package consisted of over 800,000 lines of C++ code, 7 databases, and 75 GB of Sybase and DB2 data that are used by 200 Plant Accounting users.
- Mr. Gray implemented a historical data archive and purge process to comply with industry standards.
- He also implemented software configuration management processes that were outside the scope of the EDS contract.
- His biggest achievement was the reduced long-term maintenance costs and increased overall software quality by reducing the code base through the implementation of generic C++ classes and templates.

**Senior Consultant**

Oct. 1996 – Nov. 1998

**Keane, Inc.**, North Syracuse, NY

Mr. Gray had several high profile roles as a Senior Consultant at Keane.

- As a *Project Manager*, Mr. Gray directed 14 Consultants on a Year 2000 project for a large insurance company. Responsibilities included: analysis, project schedule development, interviewing, staffing, mentoring, and facilities coordination. The overall engagement consisted of over 50 Consultants.
- As a *Professional Development Manager*, Mr. Gray was an employee-advocate responsible for placement, career development, education, performance appraisals, and salary negotiations for other Keane Consultants.
- As a *Project Leader*, he was responsible for project acquisition, proposal delivery, project planning for client/server technology migrations for a large non-profit charity, a third-party agency that works with municipalities, and a very large manufacturing company. He was also responsible for the scoping, analysis, and development of an IT strategic information plan for a small software development company.
- Mr. Gray won an award for recruiting the most technical consultants within a specified period of time.

**Senior Programmer Analyst**  
***Gaylord Information Systems, Inc.***, Liverpool, NY

May 1989 – Oct. 1996

- As a Senior Programmer Analyst, Mr. Gray developed web and client/server software to support the business needs of public libraries.
- He participated in the development of ANSI/NISO standards to gain generic access to unified data on disparate vendor database technologies. Specifically he worked on the BISAC and the NISO Z39.50 standards.
- He was responsible for the development and maintenance of public Library Management Systems; created network (serial and TCP/IP) data communication modules; and interfaced the software to other vendor systems. Specifically he developed client software programs in C and Macro Assembler MASM and server solutions on a DEC VMS servers.
- As a *Consultant* in the Gaylord CyberOdyssey Group, from 1992 – 1996, Mr. Gray provided development, assistance, and leadership in the use of web technologies, network design, and custom web server set up. Specifically he developed solutions in C++ on DEC OpenVMS and Digital UNIX server platforms.
- Mr. Gray assisted in Sales Support by demonstrating software at the American Library Association, Public Library Association, and Computers in Libraries trade shows.
- Provided on-site consulting and software phone support for over 150 library clients.

**Technical Consultant**  
***AGS Computers, Inc., A NYNEX COMPANY***, Mountainside, NJ

Aug. 1987 – May 1989  
*Now Keane, Inc.*

- As a Technical Consultant, Mr. Gray developed component test modules for new versions of the CP and VM/CMS operating systems at IBM Glendale Labs, Endicott, NY.
- He worked on a team that implemented a proprietary purchase order protocol for IBM, Poughkeepsie, NY. The software tracked various states of a purchase order to and from a centralized ordering center in Tampa, FL. The prototype software was converted from Basic to C and was his first project that involved data communications.
- Mr. Gray was a member of the PC-DOS 4.0 development team in Boca Raton, FL. He was responsible for the component testing, production documentation review, and usability testing of the DOS graphical user interface, DOSHELL.

**References**

References are available upon request.