

Charles C. Chen

Building Better Teams, Innovative Software, and Success-Driven Customer Relationships
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InnoCommerce

07.2011 – PRESENT / Director of Product Development

- Azure Serverless, NoSQL, Neo4j, Cosmos DB, real-time communications, next-generation identity (WebAuthn), AI, and automation. Leading a cross-functional, multi-disciplinary, geographically dispersed team to imagine, design, and build fully validated, FDA 21 CFR Part 11 compliant cloud-native clinical life sciences applications for the next decade.
- Key principal interfacing with global customer business and IT stakeholders to execute multi-million dollar enterprise rollouts of investigatorFIRST to support hundreds of clinical trials ranging from 8 sites to 800 global sites and tens of thousands of users at clinical trial sites. Managed both internal and customer infrastructure planning and performance testing efforts as part of this scope to validate the system's ability to handle anticipated capacity.
- Inherited SharePoint 2007-based product and commanded modernizing efforts to SharePoint 2010 and then SharePoint 2019 and cloud-native SaaS. Managed off-shore, near-shore, and on-shore team to address systemic performance issues by evaluating and integrating Neo4j graph database and distributed, event-driven architecture to drive high-throughput, high-resiliency document distribution scenarios and scale the product to support the largest global trials transacting hundreds of thousands of documents.
- As technical lead, responsible for forecasting technology and business trends ahead of customer demand and prepare both the team and the solution to meet upcoming customer requirements expediently.
- Designed modular solution architecture to integrate customer enterprise SSO, eTMF, and CTMS systems.
- Initiated effort to evaluate and implement behavior-driven, E2E test automation with Taiko+Gauge as well as modernized product and system documentation using Facebook Docusaurus. Guided DevOps implementation and switched to running private Github and Jenkins to streamline and automate management of artifacts from conceptualization to final delivery.

Thinktastic

01.2011 – PRESENT / Founder

- Conceptualized, designed, and developed suite of products for real-time, enterprise collaboration on SharePoint: [ChatPoint](#), [TeamPoint](#), [TeamPoint Dashboards](#), and [DropPoint](#)
- Coded client and server component implementations of the XMPP protocol for real-time, web-based, browser-server communications
- Leveraged Microsoft Azure cloud platform for distributed data synchronization through cloud-based service bus

INTRODUCTION

Charles is a hands-on technical leader and engineer with experience innovating with small startups and consulting with Fortune 500 companies in the life sciences, defense, and financial verticals.




He has been a core engineer in multiple startups and has a strong track record consulting with enterprise clients ranging from Novo Nordisk to Northrup Grumman. He has been a key principal in driving the success of multiple teams and commercial products by applying a broad, pragmatic vision of technology, business, and process to help design, build, and deliver enterprise and commercial software.

He brings seasoned experience in helping build the right team, refine requirements, manage scope, design solution architectures, select the right technologies, and deliver quality software on-budget, on-time, release after release.

AREAS OF COMPETANCY

- Cloud Architectures
- Distributed Systems
- Design and Implementation of Document Management Systems
- Strategic Technology Roadmaps
- Implementation and Delivery of Enterprise and Commercial Software
- Management of Software Development and Release Cycles
- Mentorship and Leadership for Junior and Senior Engineers and Consultants
- Validated Systems (GAMP, V-Model, 21 CFR Part 11 Compliance)
- Web Application Architecture

DIGITAL

-  [Github](#)
-  [Youtube](#)
-  [Stack Overflow](#)

Paragon Solutions

10.2009 – 01.2011 / Senior Consultant

Client: Abbott Labs

- Lead design of a validated, Intranet/Internet Clinical Investigator Portal for Abbott Labs built on Microsoft SharePoint
- Worked with business stakeholders and end-users to define requirements
- Developed and presented proof of concepts and prototypes for business and technology stakeholder evaluation

Client: Citibank

- Developed custom project review and management solution built on SharePoint

Client: Merck

- Designed and developed metadata driven protocol initiation module enabling dynamic generation of protocol documents using OpenXML, Word templates, user provided metadata, and a rules engine capable of consuming rich, external rules
- Designed and developed standard text module and WPF based VSTO plugin for Word desktop clients for managing common content assets

Sales Support

- Provided sales support on multiple accounts including Merck, GSK, sanofi-aventis, Cephalon, and Bank of America

CSC ← First Consulting Group ← Zorch Software

03.2006 – 10.2009 / Lead Product Developer, Senior Professional

Client: UpToDate

- As a Senior Consultant, provided technical leadership, guidance, and mentoring for Associate and Staff consultants on project site
- Helped bring project schedule back on track by solving many show-stopping technical hurdles and design issues in Office client programming
- Designed and implemented web-based UI for opening and editing OpenXML packages
- Designed and implemented multi-threaded tool for exporting and importing content from one environment to another
- Guided architectural and development best practices including code reviews, unit testing, and refactoring of critical code

Product Development: FirstPoint

- Technical lead for Office and SharePoint development for [FirstPoint](#), a controlled document management solution for regulated industries built around the Microsoft Office solutions stack (Word, Excel, Project, SharePoint)
- Designed and developed web, desktop, and sever (Windows Service) components of FirstPoint including a custom Windows Workflow runtime, Office plugins, SharePoint web parts and components, and core WCF web services
- Instituted and documented development standards and practices for coding, error handling, data access patterns, unit testing, and logging
- Deployed and managed software collaboration environment including Apache, Trac, and Subversion
- Authored product specification and architectural documents for evaluation during company acquisition

EDUCATION

2003 – RUTGERS UNIVERSITY, NEW BRUNSWICK, NJ

- BACHELOR of Science – Computer Science
- MINOR – Mathematics
- CERTIFICATE, Internet Technologies

SOFTWARE AND PLATFORMS

- Amazon Elastic Compute (EC2)
- Microsoft Office / SharePoint Server 2007, 2010, 2013, 2016, 2019
- Microsoft SQL Server
- Microsoft Azure (CosmosDB, Functions, Storage, SignalR, General Architecture)
- Neo4j Graph Database
- Office Add-In Development
- ZeroMQ

LANGUAGES AND TECHNOLOGIES

- .NET
- Batch
- C#
- ClickOnce
- HTTP
- JavaScript
- JSON
- KnockoutJS
- OpenXML
- PowerShell
- SQL
- Visual Studio Tools for Office (VSTO)
- VueJS
- Windows Forms
- Windows Communication Foundation
- Windows Workflow Foundation
- XML, XPath, XSLT, XML Schemas
- XMPP

EVENTS

- PRESENTER, [philly.NET Code Camp 2010.2](#)

International Network Services ← Immediant

01.2005 – 03.2006 / Senior Consultant

- Designed and developed multiple systems and solutions for Microsoft Project, Project Server, SQL Server Reporting Services, and ETL using Microsoft SQL Server DTS for Pfizer, Northrop Grumman, Telcordia, and Angelo, Gordon & Co.
- *Additional details upon request.*

Butler International

10.2004 – 12.2004 / Consultant

- Designed and developed web-based HR management and reporting components and ETL packages using Microsoft SQL Server for Merrill Lynch
- *Additional details upon request.*

Tekmark Global Solutions

07.2004 – 10.2004 / Consultant

- Developed web application components for Factiva's core product suite
- *Additional details upon request.*

MediaWhiz

06.2004 – 07.2004 / Consultant

- Designed and developed web application for managing advertising campaigns and provided optimizations and fixes for poor performance in existing SQL assets
- *Additional details upon request.*

Velankani Information Systems

06.2003 – 05.2004 / Consultant

- Implemented and evaluated prototypes for Intranet portal using various commercial off the shelf content management platforms for ITT Industries.
- Lead developer for database upsizing (Access to SQL Server) and platform conversion effort (ASP to ASP.NET) for various intranet applications
- *Additional details upon request.*

ON MY BOOKSHELF...

- Code Complete
- Design Patterns
- Framework Design Guidelines
- Growth Mindset
- Patterns of Enterprise Application Architecture
- Pragmatic Unit Testing
- The End of Average
- The Mythical Man Month
- The Pragmatic Programmer

HOBBIES AND INTERESTS

- Coding
- Current Events
- Photography
- Wiki-surfing
- Gardening, Horticulture
- Blogging