

Résumé - Antun Karlovac

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Skills

Skills Summary

Developer instruction.
Technical course materials development.
Technical evangelism.
Developer community building.
On-line training.
Engineering management.
Software engineering.
Technical Documentation.
Languages spoken: English, Croatian, French and Italian.

Computer Languages and Technologies

OpenLaszlo LZX, Adobe Flex, Flash (ActionScript development & production).
DHTML, JavaScript, Perl, Python, Java, BASH Shell Scripting, C.
CSS, HTML, Regular Expressions, XML.
PHP, ColdFusion.
Object Oriented Programming concepts, HTTP, Event Based Programming.
Linux/Windows server administration.
Apache, Jakarta Tomcat, Microsoft IIS, MySQL.
Excellent photo scanning, preparation and retouch skills.
Familiar with Windows, Macintosh, Linux operating systems.

Work experience

Sep 04 – Present

Manager, Support & Training, Laszlo Systems.

Created and ran a successful, profitable and scalable **support** and **training** business around the open-source platform OpenLaszlo from scratch, which accounted for 1/5 of company revenues. I was the critical individual in implementing this part of Laszlo's open-source strategy.

Training: Designed the course curriculum for hands-on, instructor led classes aimed at software developers. Led a team of engineers in developing the materials, while also contributing a significant amount of work. Initially, acted as principal instructor and delivered over 60 in-person classes across the US and abroad. Personally trained over 350 students. Worked closely with the sales team (and independently) in pre-sales capacity to close new training business. After proving the demand for OpenLaszlo education, productized the training program into a highly-scalable business that leveraged partners to deliver training classes, eliminating the need to hire more staff to increase training revenue. Identified, recruited and signed multiple partners across three continents. Trained and certified partner instructors to deliver Laszlo-certified training classes. Produced a series of DVDs as an instructor resource. Developed and delivered premium online training courses. Maintained excellent quality of training program (confirmed by customer feedback) while personally delivering classes, and when using partners to teach.

Support: Developed both enterprise and consulting-support packages to cater to a range of customers from individual developers to large organizations. Worked closely with sales to close support business. Initially dealt with inbound support queries and provided consulting (engineering) support to customers. Recruited and managed a team of highly-technical support engineers. Reviewed, priced and negotiated custom support contracts where necessary. Worked across multiple teams to develop processes for escalating and resolving support issues to ensure that contractual commitments were met and customers remained happy. Evaluated, installed, configured and extended software support tracking tools to manage the support queue. Productized consulting support offerings into easy-to-sell packages, defined processes for performing the work, and coached engineers to deliver them.

Jun 02 – Sep 04

Web Application Engineer, Laszlo Systems.

Principal developer for the Laszlo Systems' **website**, and a key individual in starting, nurturing and growing the OpenLaszlo **developer community**.

Developer Community: Started the OpenLaszlo developer community by creating a "Developers' Zone" for the Laszlo Systems' website, which included community forums as its centerpiece. Actively participated in the forums to create a loyal community and promote developer adoption of the OpenLaszlo platform. The forums now boast over 5,000 members. Communicated product roadmap, news and technical tips to community via website, forums, and mass email campaigns.

Identified obstacles to developer adoption of the platform, and either worked with internal teams to translate them into tasks, or personally resolved them. Projects that I resolved personally include:

- Wrote the entire series of **Laszlo Developer Tutorials**, the *only* developer documentation to ship with the v1 release of OpenLaszlo.

- Designed the format of the **Laszlo API reference**, and wrote software to generate the documentation from source code comments (using Python). Assisted partners & customers by providing developer technical support both by advising on application architecture, as well as in-depth code review and optimization.
- **Tip-of-the-week:** Wrote weekly (pre-blog-era) technical articles covering subjects useful to new and experienced OpenLaszlo developers.
- **Webinars:** Created, promoted and delivered online seminars targeting developers, to showcase OpenLaszlo's features and benefits, frequently performing live coding. Webinars were presented live, to large (100+) audiences.

User's Groups: Involved in promoting, organizing and participating OpenLaszlo developer meetups.

Website: Directed and implemented the entire Laszlo Systems website, for its initial launch in January 2003, using Linux, Apache, MySQL and PHP. Developed a highly-flexible template system for the website that served through two subsequent site re-designs. Administered several Linux-based web servers running both public and internal applications, including the corporate website. Planned, designed, and developed numerous web applications. Some examples include:

- **Laszlo online store**, to allow customers to (securely) purchase the Laszlo Presentation Server Express Edition (XE) online from the Laszlo Systems' web site, using a credit card. I designed and coded the store entirely from scratch, and integrated it seamlessly into Laszlo's website. The store generated a custom license key for each purchase, and delivered that to the customer.
- A **mailing list system**, a generic and flexible method of quickly capturing user-submitted data from over 20,000 users of the Laszlo website, storing it as separate lists, and funnelling it to Laszlo's CRM system as sales leads. The system supported multiple mailing lists, and allowed Laszlo to send email blasts (with mail-merge fields) to their subscribers.
- **myLaszlo.com**, a website that allowed community developers to showcase their own OpenLaszlo applications. Developers would provide a zipped package of source code, meta-information, and screenshots. The website would compile the application, and create a page that showcased the developer's application.

Mar 02 – Jun 02

Freelance Web Developer.

Developed a Flash 5-based Rich Internet Application for coordinating volunteers for the Flashforward conference. Managed the technical project, and developed the entire application (front-end: Flash, and some PHP, back-end: PHP/MySQL). The Flash-based front-end featured a Gantt-style chart for creating tasks and managing resources. Individual volunteers would then browse to the application to visually select what tasks they were able to perform. The application was a successful, deployed Rich Internet Application (RIA) at a time when RIAs were virtually unknown. It was used by the conference to manage tasks and workers leading up to and during each conference.

Sep 01 – Mar 02

Web Developer Intern, Moonstone Interactive.

Worked on a number of projects using HTML, CSS, DHTML, JavaScript, ColdFusion and ASP. Was principal developer on a number of large projects, including the entire Fujitsu Computer Products of America website (fcpa.com). Developed DHTML features, such as grid/matrix views for sorting information, for various websites. Backed-up, deployed, and tested regularly. Maintained a number of live websites for customers with maintenance contracts.

Jun 01 – Sep 01

Freelance Web Developer.

Designed, developed and deployed several websites, using HTML, CSS and JavaScript and some DHTML. Pitched proposals to customers and worked directly with them. Maintained websites after deployment.

Sep 98 – Mar 00

Freelance graphic designer.

Designed for print. Worked for a number of customers including restaurants. Designed logos, stationery, menus, labels. Worked closely with printers on unusual mediums.

Speaking

Sep 07

AJAXWorld Conference (Santa Clara, CA). "Hands-on OpenLaszlo Training".

Mar 07

AJAXWorld Conference (New York, NY). "Hands-on OpenLaszlo Training".

03 - 06

Various OpenLaszlo User's groups.

Education and Training

Sep 00 – Sep 02

Multimedia Studies Program: Internet Design & Technology in San Francisco, CA.

Sep 99

DALI (Central St Martins), London, UK One-month intensive course in Computers & Graphic Design.

Sep 96 – Jun 99

University of Westminster: Bachelor's degree in Mechanical Engineering. Upper-second-class honors.