

Pavel Růžička



Senior Developer - Analyst

Experience - Leadership - Results - Creativity

Summary

- 15+ years experience with application and database programming
- 10+ years experience with creating web applications
- 8 years experience using DTMF, USSD and ASR (voice recognition) on Voxeo VoiceObjects platform
- development of huge IVR application that has probably the highest usage in the Czech Republic
- excellent knowledge of creation user interface according User Experience
- Microsoft Certified Professional MCAD, MCPD, MCTS

Technologies

- Voxeo VoiceObjects, Cellicium, Nuance SpeakFreely
- Microsoft .NET, Microsoft Windows, IIS, Microsoft Visual Studio
- IVR, ASR, TTS, USSD, VXML, GRXML, HTTP, XHTML, HTML, WML
- Web, Mobile Web, C#, JavaScript, Assembler
- XML, XSLT, XPATH, SOAP, SOA, OOP
- Database, Microsoft SQL Server, Oracle, MySQL, Design Patterns

Skills

- Voice applications, Web Applications
- Web development, Database development
- User Experience (UX), Usability, Accessibility, User Centered design
- Persuasive technology, Human Computer Interaction, Psychology basics
- Agile methodology, Scrum, GTD, [The 7 Habits of Highly Effective People](#)
- Typing with All Ten Fingers, Driving licence group B
- Presentation, Public speaking, Leadership

Education

9/1991 - 12/1992 University

VŠB - Technical University of Ostrava

Electrical, Electronics and Communications Engineering
Unfinished

2/1992 - 7/1993 Higher education

Business Academy of Albín Bráf, Třebíč

Data Processing and Data Processing Technology/Technician
Higher education - School leaving exam

9/1987 - 7/1991 High school

Gymnázium Brno, Lerchova 63, Brno

Informatics
Higher education - School leaving exam

Certifications

Courses

MCAD, MCPD, MCTS (MCP 3822879)

Toastmasters - Competent Leader

Development of Voice Applications using VoiceObjects

Electrical Higher Qualification (§6 Reg. No. 50/1978 Coll.)

Career

6/1/2009 - 3/31/2012 Senior Programmer - Analyst

T-Mobile Czech Republic a.s.

- Analysis of customers requirements, Working on projects
- Development of voice (IVR) and USSD applications, improving and recoding old applications regarding User Experience
- Development of IVR/USSD selfcare application with the highest usage in Czech Republic (65,000 requests per day, 365/7/24)
- Solving possible defects and incidents on production applications
- Support team with leadership skills:
 - presentations of new ideas and concepts, revise processes, code-review
- Gathering of innovation ideas and evaluate them for implementation

10/1/2007 - 5/31/2009 Programmer - Analyst

T-Mobile Czech Republic a.s.

11/01/2002 - 9/30/2007 Webmaster

T-Mobile Czech Republic a.s.

9/20/2002 - 10/31/2002 PHP and Oracle programmer

Qris a.s., Prague, Czech Republic

12/9/2001 - 9/19/2002 Self-employed programmer

member of team Supramax spol. s r.o.

Projects

One of the biggest IVR/USSD selfcare in Czech Republic (2007-2012)

Recoding of a big IVR/USSD selfcare application (2009-2012)

Delivering USSD technology to T-Mobile selfcare (2009)

Tyna: T-Mobile IVR with Czech Speech Recognition - ASR (2008)

2nd place in a contest "ASP.NET Component of the year" (2006)

Rebuilding the website T-Mobile Czech (2004 - 2005)

Internal web based application for T-Mobile Call Centre (2002)

Languages

Personality

- **Czech:** Native speaker
- **English:** Fluent (C1) - presentations, lead meetings, calls, e-mails, writing documentation
- **Russian:** Basics (A2) - reading manuals

- **MBTI:** INTJ (ENTJ), **DiSC:** Result Oriented, **Enneagram:** Type 1 - Perfectionist
- Non-smoker, Proactive

Other activities

- Publish my experiences on SlideShare and other blogs, doing speeches and presentations
- Member of PragueSpeakers Toastmasters to improve communication and leadership skills, serving as Vice President of Education
- Taking part in presentations about application development, accessibility and user experience - e.g. UXCamp Europe
- Active in communities: WUG, SIGCHI, GeekCore