

# Pavel Růžička

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Loc: [Prague, Czech Republic](#)



*I like to solve problems of huge enterprise systems.*

*I have more than 18 year experience with programming - I am Microsoft Certified Professional Developer (MCPD,MCTS). I also have 8 year experience with voice systems, voice recognition (ASR), DTMF and USSD multichannel applications.*

*Since I have knowledge of psychology regarding user interactions I like develop applications using persuasive technologies with aspects of usability, accessibility and User Experience.*

*I'm a cosmopolitan, communicative and sustainable thinking person. I distinguish myself on technical topics, in analytical thinking, and I have a developed and structured work ethic to be a good leader. I'm always interested in new topics, technologies and challenging jobs. As an employee I am a team player, dedicated to work, responsible and competent.*



## Summary

- certification Microsoft Certified Professional Developer
- 18 years experience with application and database programming
- 10 years experience with creating web applications
- 8 years experience with creating audio/voice applications using voice recognition (ASR) and authorization, DTMF and USSD on VoiceObjects platform
- excellent knowledge creation user interface according User Experience

## Current responsibilities

### Programmer - analyst

*[T-Mobile Czech Republic a.s.](#)*

since 9/30/2007

- Analysis of customers requirements
- Development of and voice (IVR) and USSD applications

As an employee I am responsible for developing and programming of the main customer care application over IVR and USSD channel (multi-channel) which has really high usage and contains administration almost all services of T-Mobile Czech Republic. My daily work consists partly from analysis of new request (projects), partly from developing application focusing on User Experience, but I am also involved in solving possible defects and incident since the IVR system has to be available 365/7/24. I support our team by my leadership skills e.g. I present new ideas and concepts, do code-review for my junior colleagues. I am also dedicated to work on innovations in our technology department - evaluate new ideas and suggestions and recommend them for realisation.

## **Technologies**

- Voxeo VoiceObjects
- IVR, USSD - VoiceXML, GRXML, Cellicium
- Microsoft C#, JavaScript, VB Script
- Web, Mobile web - XHTML, WML, XML
- AJAX, SilverLight
- Database - Microsoft SQL Server, Oracle, MySQL
- UML, OOP, AOP, Design Patterns
- Microsoft .NET, Microsoft Windows, IIS, Microsoft Visual Studio
- Nuance SpeakFreely
- Enterprise Architect

## **Education**

### **Secondary school**

Gymnasium Brno, Lerchova 63, Brno

school leaving exam

### **Higher education**

Business Academy of Albin Bráf, Třebíč

school leaving exam

## **Previous career**

### **Programmer - analyst**

T-Mobile Czech Republic a.s.

9/30/2007 - 4/31/2009

- Analysis of customers requirements
- Development of web pages t-mobile.cz, intranet applications
- Development of and voice applications (IVR) with voice recognition

### **Webmaster**

T-Mobile Czech Republic a.s.

11/01/2002 - 9/30/2007

- Development of web pages t-mobile.cz
- Development of intranet applications on ASP.NET platform
- Development of and voice applications (IVR)

### **PHP and Oracle programmer**

Qris a.s., Prague, Czech Republic

9/20/2002 - 10/31/2002

- Development of IZIP information system (www.izip.cz) using XHTML, JavaScript, PHP, Oracle

### **Self employed**

member of team Supramax spol. s r.o.

12/9/2001 - 9/19/2002

- Web, database development on PHP, MySQL platform

### **Web and wap application developer**

PC Net CZ spol. s r.o., Brno, Czech Republic

11/1/2000 - 12/8/2001

- Programming PHP based application using MySQL
- Servicing and repairing of computers

## Certified service technician PC IBM

*PC Net CZ spol. s r.o., Brno, Czech Republic*

1/1/2000 - 10/31/2000

- Servicing and repairing of computers

## Novell Network administrator, deputy head of IT department

*CHEMONT, a.s., Brno, Czech Republic*

9/1/1997 - 12/14/1999

- Administration of network, SW instalation

## Novell Network administrator, technician of PC administration

*CHEMONT, a.s., Brno, Czech Republic*

9/1/1993 - 8/31/1997

- Administration of network, technician, SW instalation

### **Microsoft Certified Professional**

MCP ID 3822879

### **Microsoft Certified Professional Developer**

*Web Developer*

551-UPGRADE: MCAD Skills to MCPD Web Developer by Using the Microsoft® .NET Framework

### **Microsoft Certified Technology Specialist**

*Web Applications*

551-UPGRADE: MCAD Skills to MCPD Web Developer by Using the Microsoft® .NET Framework 2.0

### **Microsoft Certified Application Developer**

*For Microsoft .NET*

320 - Developing XML Web Services and Server Components with Microsoft Visual C# .NET and the Microsoft .NET Framework

229 - Designing and Implementing Databases with Microsoft® SQL Server™ 2000 Enterprise Edition

### **Microsoft Certified Professional**

315 - Developing and Implementing Web Applications with Microsoft® Visual C#™ .NET and Microsoft® Visual Studio® .NET

### **Motivation**

#### **User Experience specialist**

- I would like to be between Interaction Designer and Conception Designer, so called "User Experience CEO" especially for VUI (Voice User Interface)
- I am interested in biometric technology (e.g. voice authentication)
- also interested in ideas of persuasive technologies regarding User Experience

#### **Really interested in M2M technologies**

- remote control of devices
- energy saving systems
- control of consumption of electricity

## **Personality**

- smart grids, remote control of electricity networks and devices
- [MBTI]: INTJ (ENTJ)
- [DiSC]: Result Oriented
- [Enneagram]: Type 1 self-preservation

## **Languages**

- Czech: native speaker
- English: fluent (C1)
- Russian: basics (A2)

## **Hobbies**

I visit and take part in presentations and seminars about web and voice applications development, accessibility and user experience - e.g. [UXCamp Europe](#).

I write articles about development of web applications to the Czech website Interval.cz: [interval.cz/clanky/author/pavel-ruzicka/](http://interval.cz/clanky/author/pavel-ruzicka/)

I publish my experiences on [my profile on SlideShare](#) and other blogs, I do speeches and presentations for my colleagues.

I regularly attend [The Toastmasters Group](#) to improve my presentation and leadership skills. I serve there as [Vice President of Education](#).

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