

Pavel Růžička - UX Software Engineer



30% Leadership - 50% Development - 20% User Experience

pavel@pavel-ruzicka.net

+420 603 416974

Prague, Czech Republic

IČ 72456451

<http://pavel-ruzicka.net/>

facebook.com/pavel.ruzicka.net

linkedin.com/in/PavelRuzickaNet

Summary

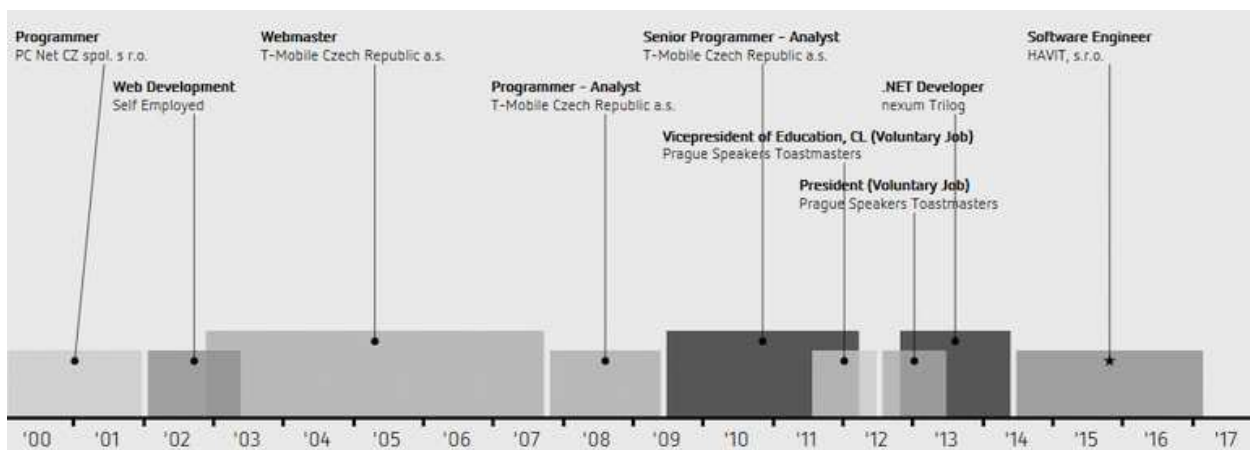
- continuous integration, deployment automation
- consistent release management
- efficient and readable source code management
- quality management, issue tracking
- 20+ application and database programming
- 15+ development of web apps, [Microsoft Certified Professional MCAD](#), [MCPD](#), [MCTS](#)
- 6+ experience using [VXML](#), [DTMF](#), [USSD](#) and [ASR](#) (speech recognition)
- development of an extensive [IVR](#) application that has probably the highest usage in the Czech Republic
- creation of user interface according to [User Experience \(UX\)](#)
- knowledge sharing, communication, public speaking, leadership skills

Technologies

- [ASP.NET](#), [.NET](#), [MVC](#), [HTML5](#), [Visual Studio](#), [TFS](#), [IIS](#)
- [Web](#), [Mobile](#), [C#](#), [JavaScript](#), [jQuery](#)
- [Database](#), [Microsoft SQL Server](#), [Design Patterns](#)
- [Voxeo VoiceObjects](#), [Nuance ASR SpeakFreely](#)
- [IVR](#), [ASR](#), [TTS](#), [USSD](#), [VXML](#), [GRXML](#)

Skills

- [Web Applications](#), [Web development](#), [Database development](#)
- [Agile methodology](#), [Scrum](#), [GTD](#), [The 7 Habits of Highly Effective People](#)
- [User Experience \(UX\)](#), [Usability](#), [Accessibility](#), [User Centered Design](#), [Defensive Design](#)
- [Persuasive Technology](#), [Human Computer Interactions](#), [Cognitive Psychology](#)
- [Presentation](#), [Public speaking](#), [Leadership](#)
- [Typing with All Ten Fingers](#), [Driving licence group B](#)



Career

[HAVIT, s.r.o.](#)

6/1/2014 - Present | Software engineer

- Web application development using [ASP.NET](#), [Webforms](#), [MVC](#), [jQuery](#)

[nexum Trilog a.s.](#)

10/1/2012 - 5/31/2014 (1 year 8 months) | .NET Developer

- Development of web portals and internal request system using ASP.NET, Webforms, MVC, jQuery, MS Sharepoint
- Leadership skills team support: presentation of new ideas and concepts

Prague Speakers Toastmasters

7/1/2012 - 6/30/2013 (1 year) | President - Voluntary Activity

- Providing the supportive club environment members need to fulfill their self-development goals
- Making sure that members benefit from the Toastmasters educational program
- Helping the club recruit new members and retain current ones

7/1/2011 - 6/30/2012 (1 year) | Vice President of Education - Voluntary Activity

- Planning club meetings
- Planning the accomplishment of the club program goals
- Monitor club performance and progress towards goals
- Coach team members when necessary
- Delegating tasks as needed
- Assigning a mentor to every new member

T-Mobile Czech Republic a.s.

6/1/2009 - 3/31/2012 (2 years 10 months) | Senior Programmer - Analyst

- Analysis of customers requirements, Working on projects
- Development of voice (IVR) and USSD applications, improving and recoding old applications regarding User Experience, 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
- Leadership skills team support: presentation of new ideas and concepts, revision of processes, code-review
- Gathering innovative ideas and evaluating them for implementation

10/1/2007 - 5/31/2009 (1 year 8 months) | Programmer - Analyst

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

11/01/2002 - 9/30/2007 (4 years 11 months) | Webmaster

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

Qris a.s., Prague, Czech Republic

9/20/2002 - 10/31/2002 (2 months) | PHP and Oracle programmer

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

Freelance programmer

12/9/2001 - 5/1/2003 (1 year 9 months) | member of team [Supramax spol. s r.o.](#)

- Web, database development on PHP, MySQL platform

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

11/1/2000 - 8/12/2001 (1 year 2 months) | Web & wap developer

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

1/1/2000 - 10/31/2000 (10 months) | Certified service technician PC IBM

- Servicing and repairing of computers
- SW installation, configuration

CHEMONT, a.s., Brno, Czech Republic

9/1/1997 - 12/14/1999 (2 years 4 months) | Novell Network administrator, Deputy head of IT department

- Administration of network, SW instalation, End user support

9/1/1993 - 8/31/1997 (4 years) | Novell Network administrator, Technician of PC administration

- Administration of network, technician, SW instalation, End user support

Projects

Webmium - WOP (July 2013 – May 2014)

- dealers portal, ticket/tracking system
- ASP.NET Webforms

PSČP - Klientský portál (November 2012 – May 2014)

- automated client self-care portal
- ASP.NET MVC, jQuery

PSČP - Portal PEPA (October 2012 – May 2014)

- portal to support of officials and dealers
- ASP.NET Webforms

Prague Bears - Web (January 2013 – Present)

- multilanguage community website, web/ics calendar, facebook integration
- ASP.NET Webforms, Microsoft Sharepoint

Accessible web pages of PraguePride.cz (2012)

- Adaptation of UI for disabled people, people with special needs, weak-eyed and sightless
- Adding WAI ARIA regions and roles, accessibility links, checking of semantic
- **Technologies:**
PHP5, HTML/CSS, WAI ARIA, CMS Made Simple, Mobile, Internet

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

- more than 1.4 million calls every month are handled through this self-service channels
- Improving, working on projects related to launching new services
- Support and consultancy for the business owner of applications
- UX - Human Computer Interaction design
- Work also included solving incidents, service calls
- **Technologies:**
Voxeo VoiceObjects, Eclipse, XML, VXML, JSP, Oracle, ASP.NET, Nuance ASR

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

- Huge project consisting of analysis and preparation of project tasks
- UX - Human Computer Interaction design
- Solving problems with parallel running of the old and the new application
- Improving debugging and testing environment
- User Experience enhancements - slideshare.net/KexikWhite/how-to-tackle-with-common-usability-violations-of-vui

- Involving Application Chaining
- Using [DTMF](http://slideshare.net/KexikWhite/shorter-list-by-entering-letters-via-dtmf) for entering letters - slideshare.net/KexikWhite/shorter-list-by-entering-letters-via-dtmf (published on Voxeo's Developer blog
blogs.voxeo.com/voxeodeveloperscorner/2012/01/31/voiceobjects-managing-lists-with-dtmf-input/)
- **Technologies:**
[Voxeo VoiceObjects](#), [Eclipse](#), [XML](#), [VXML](#), [JSP](#), [Oracle](#), [ASP.NET](#), [Nuance ASR](#)

Migration from Genesys Voice Portal 7 to 8 (2012)

- Updating the code of all the applications on [Voxeo VoiceObjects](#)
- adopting old applications for using SIP protocol
(published on Voxeo's Developer blog
blogs.voxeo.com/voxeodeveloperscorner/2012/03/13/slides-from-t-mobile-sip-ani/)
- solving problems with a proprietary [Genesys VXML](#) tag for transferring Attached Data
- **Technologies:**
[Voxeo VoiceObjects](#), [Eclipse](#), [XML](#), [VXML](#)

Customer Satisfaction Feedback (2012)

- Replacement of the old, static [IVR](#) application with a new one that uses database configuration of scenarios
- The application integrates [Voxeo VoiceObjects](#) with database engine via [WebService](#)
- UX - [Human Computer Interaction design](#)
- **Technologies:**
[Voxeo VoiceObjects](#), [Eclipse](#), [XML](#), [VXML](#)

Public speeches/presentations

UX Camp Europe Berlin (June 2011)

- [How to deal with common usability violations of VUI](#)

International Customer Service Workshop - Athens (May 2011)

- [How to deal with common usability violations of VUI](#)
- [How to enhance existing voice application with text channel](#)

UX Camp Europe, Berlin (June 2010)

6th Telekom BarCamp at Deutsche Telekom, Bonn (October 2010)

- [Future of interface design 2010](#)

Express Customer Line for T-Mobile selfcare IVR (2010)

- Allow immediate payed transfer to an agent on users choice
- UX - [Human Computer Interaction design](#)
- Media reference: Mobil.cz
- **Technologies:**
[Voxeo VoiceObjects](#), [Eclipse](#), [XML](#), [VXML](#)

Delivering USSD technology to T-Mobile selfcare (2009)

- A new channel to selfcare in T-Mobile Czech on [Voxeo VoiceObjects](#)
- UX - [Human Computer Interaction design](#)
- [Enhancing the existing voice application with text channel](#)
- **Technologies:**
[Voxeo VoiceObjects](#), [Eclipse](#), [Cellcium CellCube](#), [XML](#), [VXML](#)

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

- T-Mobile was the first company in the Czech Republic to use this technology
- Using [the state-of-the-art technology provided by the American company Nuance Communications](#)
- Based on the principle of "Natural Language Understanding" (NLU) with an open question at the beginning
- Involved necessary adoption to [Voxeo VoiceObjects](#)
- Grammar development and tuning of 20 000 sentences and collocations

- Action and object tagging
- UX - [Human Computer Interaction design](#)
- Example: [ASR Roaming demo \(Czech\)](#)
- Media reference: [Mobilmania.cz](#), [Mobil.cz](#), [Computerworld.cz](#)
- **Technologies:**
[Voxeo VoiceObjects](#), [Eclipse](#), [XML](#), [VXML](#), [JSP](#), [Oracle](#), [ASP.NET](#), [Nuance ASR](#)

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

- Very useful [server controls](#) for [ASP.NET](#) developers, involves UI interaction design
- [Blink](#), [ImageViewLink](#), [FlashMovie](#), [ScheduledAdRotator](#), [EnhancedHtmlForm](#), [Pagination](#)
- Source: [pavel-ruzicka.net/KomponentaRoku/](#)
- **Technologies:**
[ASP.NET](#), [C#](#)

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

- Completely new [ASP.NET](#) based website [www.t-mobile.cz](#) with CMS
- Development of customized [server controls](#)
- UX - [Human Computer Interaction design](#)
- 1st place in competition [Web Top 100](#)
- **Technologies:**
[ASP.NET](#), [C#](#), [HTML](#), [CSS](#), [JavaScript](#), [MS SQL](#), [IIS](#)

Rebuilding intranet CMS (2004-2005)

- Recoding old static and PHP/ASP mixed pages to a new [ASP.NET](#) intranet based on Microsoft CMS
- UX - [Human Computer Interaction design](#)
- **Technologies:**
[ASP.NET](#), [C#](#), [HTML](#), [CSS](#), [JavaScript](#), [MS SQL](#), [MS CMS](#), [IIS](#)

Internal T-Mobile Czech request tracking system (2004)

- Based on [ASP.NET](#), [MS SQL](#) with simple workflow and e-mail reminder
- UX - [Human Computer Interaction design](#)
- Still used by the whole company for requesting simple tasks
- **Technologies:**
[ASP.NET](#), [C#](#), [HTML](#), [CSS](#), [JavaScript](#), [MS SQL](#), [IIS](#)

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

- Publishing call centre status data and online messages on big screens to call centre agents
- Based on [ASP.NET](#), [MS SQL](#), [Oracle DB](#), [Internet Explorer](#)
- UX - [Human Computer Interaction design](#)
- Still used with very few changes and updates ([Big screen 1](#), [Big screen 2](#))
- **Technologies:**
[ASP.NET](#), [C#](#), [HTML](#), [CSS](#), [JavaScript](#), [MS SQL](#), [IIS](#)

Public webpages with a simple CMS (2000-2002)

- Programming for [Supramax spol. s r.o.](#)
- [PcNet.cz](#), [Trance.cz](#), [Ruefa.cz](#), [PernikovaVez.cz](#), [DjMix.cz](#), [TipPaper.cz](#) ...
- Components for the intranet of [Alcatel Czech](#)
- UX - [Human Computer Interaction design](#)
- **Technologies:**
[PHP](#), [MySQL](#), [HTML](#), [CSS](#), [JavaScript](#)

[Programs for 8bit computer Mat'o](#)

- Assembler programming
- Conversion of games, printer and device drivers from another type of 8bit: [PMD85](#), [ZX Spectrum](#)

Voluntary activities

- **Technologies:**

CPU 8080

Prague Bears, z.s.

7/1/2012 - Present | President

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Certifications

Courses

Certifications

- MCAD, MCPD, MCTS (MCP 3822879) 1/17/2008 (GOPAS, a.s.)
 - Microsoft Certified Professional Developer 1/17/2008 GOPAS, a.s.
551-UPGRADE: MCAD Skills to MCPD Web Developer by Using the Microsoft® .NET Framework 2.0
 - Microsoft Certified Technology Specialist 1/17/2008 GOPAS, a.s.
551-UPGRADE: MCAD Skills to MCPD Web Developer by Using the Microsoft® .NET Framework 2.0
 - Microsoft Certified Application Developer 2/13/2007, 5/11/2007 GOPAS, a.s.
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 1/9/2007 GOPAS, a.s.
315 - Developing and Implementing Web Applications with Microsoft® Visual C#™ .NET and Microsoft® Visual Studio® .NET
- Toastmasters - Competent Leader 4/23/2012 (Prague Speakers Toastmasters)
 - Toastmasters Leadership Track (Prague Speakers Toastmasters)
- Voice Apps using Voxeo VoiceObjects 1/22/2011 (Voxeo, Bergisch Gladbach, Germany)
 - Prompt Management using VoiceObjects Storyboard Managers 1/20/2011 - 1/22/2011
 - VoiceObjects Best Practices 12/10/2007 – 12/12/2007
 - VoiceObjects - Development of Voice Applications 10/10/2007 – 10/12/2007
 - VoiceObjects Phone Application Server 10/8/2007 – 10/9/2007
- IBM Warranty Authorization 6/22/2000 (IBM Czech Republic, Prague)
- Electrical Higher Qualification (§6 Reg. No. 50/1978 Coll.) 4/10/2001 (MSE, Brno)

Courses - Professional development

- Service Oriented Architecture Basics (T-Mobile Czech Republic) 10/12/2009
- Security of web applications 9/16/2007 (T-Mobile Czech Republic a.s.)
- INTPW - Creation of accessible web 8/21/2007 (GOPAS, a.s.)
- GOC30 - Microsoft VS 2005 – transition to C# .NET 2.0 7/12/2007 – 7/13/2007 (GOPAS, a.s.)
- Microsoft ASP.NET AJAX and other extensions of ASP.NET 2.0 6/28/2007 – 6/29/2007 (GOPAS, a.s.)

- OOP, UML and component technologies 4/16/2007 – 4/20/2007 (RNDr Ilija Kraval, Object Consulting)
- NRD – Relation database design 9/14/2006 – 9/15/2006 (GOPAS, a.s.)
- GOC26 – Introductions to UML 7/17/2006 (GOPAS, a.s.)
- Java – database technologies 11/2/2005 – 11/3/2005 (TrainTime, s.r.o.)
- Web applications with Java J2EE 10/20/2005 – 10/22/2005 (TrainTime, s.r.o.)
- MOC2524 - Development of web services with C# and ASP.NET 8/8/2005 – 8/10/2005 (GOPAS, a.s.)
- MOC2389 - Programming with ADO.NET library 6/20/2005 – 6/22/2005 (GOPAS, a.s.)
- MOC2663 - Programming using XML with Microsoft .NET Framework 5/30/2005 – 6/1/2005 (GOPAS, a.s.)
- MOC2073 - Microsoft SQL Server 2000 – database programming 11/29/2004 – 12/3/2004 (GOPAS, a.s.)
- MOC2071 - Microsoft SQL Server 2000 – searching with Transact-SQL 9/29/2004 – 9/30/2004 (GOPAS, a.s.)
- MOC2310 - Development of ASP.NET web applications 4/26/2004 – 4/30/2004 (GOPAS, a.s.)
- VoiceXML 6.5 Application Development with Genesys Voice Studio 11/5/2003 – 11/7/2003
Genesys University, Boulogne-Billancourt, Paris, Genesys Télécommunications France, Paris
- Repair and installation of PC (INORGA s.r.o.) 2/19/1996 – 2/23/1996

Courses - Personal development

- Seven Habits of Highly Effective People 11/4/2011 - 11/5/2011 (Franklin Covey)
- Jak začít s GTD 4/1/2015 (MINDtegrity - Radek Drnovský)
- Myšlenkové mapy a další nástroje kreativity pro jednotlivce a týmy 4/2/2015 (MINDtegrity - Radek Drnovský)
- Assertiveness 5/11/2009 – 5/12/2009 (QED GROUP a.s.)
- Self and Personality Typology - Four Elements 6/11/2008 – 6/12/2008 (QED GROUP a.s.)
- Successful communication with colleagues, superiors (QED GROUP a.s.)
- Creative Problem Solving 6/13/2007 (Develor Czech)
- Handling difficult situations in communication 5/3/2007 – 5/4/2007 (QED GROUP a.s.)
- Interpersonal Communication skills II. 10/2/2006 – 10/3/2006 (DEMOS - Pragoeduca, a.s.)
- Negotiation skills 6/13/2006 – 6/14/2006 (Mercuri International)
- Conflict management 4/20/2006 – 4/21/2006 (QED GROUP a.s.)
- Presentation skills 5/17/2005 – 5/19/2005 (Mercuri International)
- Oceňování různorodosti 10/12/2005 (QED GROUP a.s.)
- Project management 4/27/2005 (T-Mobile Czech Republic a.s.)
- Time & Priority management 3/31/2005 (Mercuri International)
- Interpersonal Communication Skills I. 6/24/2004 – 6/25/2004 (Mercuri International)

Languages

- **Czech:** Native speaker
- **English:** Fluent (C1) - presentations, leading meetings, calls, e-mails, writing documentation
- **Slovak:** Fluent (C2) - presentations, leading meetings, calls, e-mails, writing documentation
- **Russian:** Basics (A2) - reading manuals

Education

9/1991 - 12/1992 University

VŠB - Technical University of Ostrava

Electrical, Electronics and Communications Engineering

Unfinished

2/1992 - 6/1993 Higher education

Business Academy of Albin Bráf, Třebíč

Data Processing and Data Processing Technology/Technician

Higher education - School leaving examination

9/1987 - 6/1991 Secondary school

Gymnázium Brno, Lerchova 63, Brno

Informatics

Higher education - School leaving examination

Others

- Publishing [my experiences on SlideShare](#) and other blogs, giving speeches and presentations
- Member of [Prague Speakers Toastmasters](#) with the aim to [improve communication](#) and leadership skills, served as a [President](#)
- Taking part in presentations about application development, [Accessibility](#) and [User Experience](#). Active in communities: e.g. [UXCamp Europe](#), [WUG](#), [Asociace UX](#), [GeekCore](#)
- Playing trance, progressive trance, house, psytrance as [DJ ESWL](#)
- Writing articles about development of web applications to the Czech website [Interval.cz](#): [interval.cz/clanky/author/pavel-ruzicka/](#)
- **Willing to travel: yes** **Willing to relocate: yes**
- Non-smoker

Questions

1. What is the company culture?
2. How the company involves leadership?
3. How do you share your knowledge?
4. How the team deals with new ideas, inovations?
5. What rituals does the team/company have?
6. How the internal communication works? Do you have an internal blog/intranet site?
7. Why do you recruit new people? This is a new product? Growth? Replacements for someone who recently retired?
8. Do you hire development potential or immediate experience? Do you need just hard skills or mix of soft skills?
9. Is it possible to work remotely (from home)?
10. What size are your teams? How big will be my team?
11. Do programmers have quiet working conditions?
12. What are the worst aspects of this work?
13. Do new candidates write code during their interview?
14. What * exactly * will be my job?
15. How do you develop software? What do you say about "lean", "agile" or "scrum"?
16. What is the level of automated testing?
17. How UX principles are involved? Do you do hallway usability testing?
18. How designers collaborate with developers?
19. How deployment is proceeded? Continuous integration?
20. Do you use source control?
21. Can you make a build in one step?
22. Do you make daily builds?
23. Do you have a bug database?
24. Do you fix bugs before writing new code?
25. Do you have testers?

