





# ALBERT "AC" CAPEHART

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## Senior Technology Manager

Broadly experienced in the entertainment industry: from publishing, to IT and systems operations, to development of financial systems. People-focused manager and mentor. Tenacious in project delivery.

## Professional Experience

<b>SINGING HORSE STUDIO, LLP – BRIGHTON, UK &amp; C'VILLE, VA</b>	12/2010 - present
Singing Horse Studio, LLP is a high-end software development shop creating custom software solutions for clients focused on scalability, reliability and maintainability.	

### Founder, CEO

- Partner and company director in software development firm, handling business development, project management, infrastructure development, relationship management and software development
- Client list includes Aramid Capital Partners, Eutechnyx (Game Developer), Ico Partners (Game Strategy Consultants), Open Source Connections, Coffee and Power, Redgrave (Digital Content Providers)

<b>LINDEN LAB - SAN FRANCISCO, CA &amp; BRIGHTON, UK</b>	06/2006 to 11/2010
Linden Lab is the creator of the virtual world, Second Life® which comprised nearly half a billion dollars of user-to-user transactions, more than ¾ of a million users per month and a peak of approximately 400 employees and contractors. <b>Key Technologies Used:</b> Linux (Debian, Ubuntu), MacOS, Apache, MySQL, Python, PHP, Perl, Emacs, CVS, Subversion (SVN), Mercurial (HG), Balsamiq, Agile (SCRUM), Jira, Google Apps	

### Engineering Director/Studio Director

### Key Project Delivery

- Delivered modular billing/payment system allowing Linden Lab to integrate a payment services provider supplying several new currencies, and dozens of payment methods projected to earn the company an additional \$7 million per annum in top-line revenue
- Added VAT collection for European customers, recapturing over \$4 million per annum
- Managed and improved risk and fraud tools projected to save \$10s of millions per annum which also improved our chargeback rate, removing Linden Lab from card company "watch lists"
- Adapted billing and payment architecture to accept first non-USD currency (EUR) and new payment method (direct debit) in Germany
- Delivered adaptable recurring billing system in support of voice services

### Key Leadership

- Directly hired 7 employees, several contractors, and contributed to the hiring of dozens more employees.
- Built and lead teams of developers in 6 locations across 11 time zones, supporting employees through career development including several transitions and promotions
- Mentored several employees through role changes within the company – most outside of my reporting structure
- Relocated to Brighton, UK to lead the office there and increase inter-company connectivity and communication

### Senior Web Developer (secondlife.com)

- Integrated Global Collect payment services provider (PSP) gateway "hosted payment page" to save Linden Lab from a costly PCI DSS infrastructure restructuring

- Enhanced customer support tool, improving the efficiency of support agents and introducing new features
- Delivered web services and PHP web pages for secondlife.com and internal consumption

<b>CHAOS LIMITED, LLC – ALTOONA, PA</b>	02/2002 – 06/2006
Chaos Limited was a privately held consultancy delivering web application development and hosting services.	

Founder, CEO

- Developed Java projects including trivia games and authorization mechanisms with MySQL. PHP development projects included POS/Shopping Cart integration, and an infant tracking system with data-driven, dynamic image generation
- Client list included Peoplespace (advergaming) – delivery of Corvette trivia game for Yahoo!, Castle Hill Studios (game developer), Blue Ridge Games (mobile game developer)

<b>EA.COM (FORMERLY KESMAI CORP) – CHARLOTTESVILLE, VA</b>	03/1995 – 10/2001
Kesmai corporation was a recognized leader in multiplayer games providing services originally through online services like GENie, CompuServe, and America Online (AOL) then also through web property GameStorm. Kesmai became part of a joint venture between EA, AOL and NewsCorp in 1999 for the launch of EA.com.	

Director, Online Operations, Information Systems & Technology

- Supervised 4 separately-budgeted departments (Online Operations, Information Technology, Publishing, Quality Assurance)
- Developed, maintained and supported a 24x7-uptime production environment consisting of approximately 70 UNIX (HP/UX, Linux) hosts supporting 22 products and tens of thousands of concurrent users
- Expanded the technology infrastructure and support for an organization that grew from approximately 80 people to over 175 employees and contractors
- Implemented off-site collocation arrangement reducing monthly expenses while avoiding a costly space reconfiguration

Director, Publishing Services

- Managed the web-specific efforts of outside service vendors and in-house staff in the launch of the GameStorm online service delivering games like Air Warrior, Legends of Kesmai, and MultiPlayer BattleTech: 3025 to the Internet
- Supervised department responsible for multiple websites as well as online content on America Online, CompuServe and other services

Senior Web Producer

- Established a web presence for Kesmai Corporation which was recognized as an MSN “Pick of the Week” and a USA Today “Hot Site”

<b>UNIVERSITY OF VIRGINIA – CHARLOTTESVILLE, VA</b>	01/1994 – 03/1995
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Programmer/Analyst - Unix User Support

- Supported faculty, staff and students with a focus on supercomputing and Macintosh to Unix connectivity via e-mail, personal interaction and on the university help desk

**Education**

**Master of Computer Science (1995)**

University of Virginia – Charlottesville, VA

**Bachelor of Arts: Computer Science & Education (1992)**

Swarthmore College – Swarthmore, PA