

## **Business Systems Analyst / Programmer**

Experienced in quickly finding patterns in complex business and technical problems, then providing simple, stable solutions. Able to explain technical concepts in useful ways.

### **Leadership, management and business expertise includes:**

- Supervision of software teams and data center staff
- Mentor others while developing and testing software
- Create reporting systems to track operational metrics

### **Technology expertise includes:**

- Quality Assurance – develop and execute test strategy and cases. Compuware tools QA Run, TrackRecord.
- Food and Drug Administration (FDA) regulation 21 CFR 11 and 820, including GMP and GCP.
- DB2 / SQL (IBM certified), SAS (Statistical Analysis System), COBOL, IMS, TSO/ISPF/JCL, UNIX.
- Data warehouse training: cube design, Extract, Transform & Load (ETL), Cognos & MS OLAP Services.
- Microsoft Office: Word, Excel, Access, PowerPoint.
- Strategy and Joint Application Design (JAD) design meeting facilitation skills.

### **Certifications**

- Base SAS Certification
- Scored 2.94 on BrainBench SQL test, scoring higher than 60% of 1430 TEKsystems examinees
- Scored 4.26 on BrainBench SQA (Software Quality Assurance) test, higher than 98% of previous examinees and 99% higher than 700 TEKsystems examinees
- Passed IBM DB2 UDB V7.1 Family Fundamentals test with score of 58.

### **Education**

- MBA, Technology Management, Illinois Institute of Technology, Chicago, GPA 3.7/4.0
- BS, Psychology / Business Administration, Illinois State University, Normal, GPA 3.2/4.0

### **Professional Experience:**

#### **Reed Group, Ltd., Broomfield, Colorado – Consultant – November, 2008 to February, 2009**

- Completely rewrote Quarterly Reporting System in SAS 9.1.3 for Windows on Microsoft Windows XP Professional. Previous 4 quarters of reporting were full of errors and unattractive. System is now accurate producing attractive, publication-quality reports on short- and long-term disability and Family Medical Leave Act to blue-chip customers of Reed Group. System now has a consistent architecture for building in more responsiveness and features, possibly giving Data Analytics a premium product to generate revenue.

#### **Systems Engineering Services Corporation, Greenwood Village, Colorado – Consultant March, 2008 to July, 2008**

- Support of data warehouse at Qwest Corporation using SAS, SAS/Connect, SAS / EG & Oracle in a UNIX environment.

#### **Easy Solution, Morton Grove, Illinois – Consultant – April, 2007 to June, 2007**

- Challenged to include insureds from incompatible data sources into marketing reporting data warehouse in very tight time frame. Regarded as impossible by client staff but completed on time, under budget.
- Wrote custom ETL tool in Windows SAS and SAS / Share to access Teradata tables and load data into Microsoft Access for transport to AT&T. Validated source data fields from the new sources into proper targets in the modified system. Made SQL code from original system run under SAS/Access for processing the additional insureds. Modified data warehouse reports to match control sources with complete accuracy.
- Enabled Blue Cross/Blue Shield to get \$15 million of new business with AT&T.

**COMSYS, Oakbrook Terrace, Illinois – Consultant – May, 2005 to March, 2007**

- Designed and developed SAS reporting for major oil companies and retail private label accounts at Citigroup Credit Card Services. Studies included targeted marketing by zip code, status of card usage, attrition and activation, and converting inactives to active status, balancing financial risk with market share growth.
- Supported drug sales tracking system in COBOL and SAS at Abbott Labs on OS/390, UNIX, and PC.

**Unitech Solutions, Skokie, Illinois - Quality Assurance Consultant – July, 2003 to January, 2004**

- Performed business analysis to develop SDLC functional requirements, determining objectives and methods for conversion of Laboratory Information Management System (LIMS) from Nomad under VM/CMS to Oracle Clinical at Abbott Laboratories. Worked with project management, technical staff and subject matter experts to ensure continued compliance with FDA regulation 21 CFR 11.
- Wrote test cases, supervised test execution, tracked progress and summarized results for validation package.
- Used SAS to ensure accuracy of LIMS data conversion from Nomad to Oracle Clinical.

**Compuware, Milwaukee, Wisconsin – Consultant – October, 1997 to April, 2003**

- For General Electric Medical performed software quality assurance on Excel / VBA sales proposal generation and reporting system. Allowed developer to provide 20% reduction of lost revenue in proposal errors.
- Verified Voting Technologies Intl. touch-screen system cycle for Federal Election Commission certification.
- Maintained Baxter Labs automated test case database for validation of medical device under FDA regulation 21 CFR 820.
- Provided analysis and maintenance in stabilizing, documenting and enhancing Harley-Davidson SAS warranty claims system, saving 10% when application was migrated to intranet.
- At Northwestern Mutual, repaired usability problem in online CICS / COBOL mainframe application. Provided practical, creative \$100,000 cost savings. Performed software maintenance in PL/1.
- Team member on cube design, data extract and loading for data warehouse OLAP application at Briggs & Stratton to track warranty claims reimbursement of dealer servicing costs of gasoline engines.
- Provided maintenance support for Case-New Holland IMS / COBOL warranty claims and dealer equipment transfers systems. Provided design and programming for SAS system to monitor international telephone usage.
- Leader for team of 8 during Y2K testing at Miller Brewing. Designed and programmed SAS system to derive proper test sequence to verify mainframe batch cycle testing.

**Cap-Gemin Sogeti, Westchester, Illinois – Consultant – August, 1996 to September, 1997**

- Training, operations support, software maintenance and change control for Allstate re-insurance application.

**Omni Resources, Brookfield, Wisconsin – Consultant – November, 1993 to July, 1996**

- Consolidated Ameritech application from six data centers to one, achieving 80% operating cost reduction.
- Developed and regression tested solutions to demand deposit errors at global bank service bureau Metavante. Modified Control-M production software to reduce hardware costs by 10%.
- Modified, tested & installed Milwaukee County day care system for Health & Human Services compliance.

**Interactive Business Systems, Brookfield, Wisconsin – Consultant – September, 1993 to November, 1993**

- Programmed flexible SAS reporting system for Ameritech customer demographics marketing research.

**Ameritech Services, Inc., Chicago, Illinois - Supervisor, Project Manager – May, 1988 to November, 1992**

- Investigated mainframe operations disruptions as Project Manager using SAS. Devised solutions and process improvements with system technicians and clients.
- Supervised 18 operations personnel to achieve 98% system availability on 8 mainframes. Installed technical changes to system hardware and software.

**Nims Associates, Dallas, Texas – Consultant – January, 1987 to November, 1987**

- Coded and tested COBOL project management system for a telephone company.
- Installed and tested Dbase II quality control application for GAF roofing.

**Browning Associates, Ft. Worth, Texas – Consultant – July, 1986 to January, 1987**

- Developed Dbase II progress-of-payments application for an electrical contractor.

**Columbia Consulting, Ft. Worth, Texas – Consultant – October, 1984 to July, 1986**

- Designed, coded and tested agent license verification COBOL application for NN Insurance (group health).

**Kenneth Copeland Ministries, Ft. Worth, Texas - Systems Analyst – October, 1983 to October, 1984**

- Designed, coded and tested COBOL system to track tape manufacture and inventory.

**Governor's Bureau of the Budget, Springfield, Illinois, Analyst – September, 1977 to October, 1983**

- Maintained and enhanced system for publishing annual State of the State Budget Book to the legislature.
- Provided analytical solutions to ad hoc reporting crises using SAS.

**IBM, Springfield, Illinois - Systems Engineer – July, 1974 to September, 1977**

- Responsible for market justification studies, hardware installations and customer satisfaction assurance.

**Horace Mann Educators, Springfield, Illinois – Programmer/Analyst – June, 1973 to June, 1974**

- Implemented an Electronic Data Systems COBOL/OS/VS1 group insurance system.