

INTRODUCTION

Skilled project leader and programmer analyst who has gained solid experience in a state-of-the-art shop and can offer proven ability to research alternatives, assess client needs, and formulate effective solutions...

Now seeking opportunities for new challenges in a setting that will provide flexibility and broaden options in personal as well as professional life.

QUALIFICATIONS ABSTRACT

Project leadership proven with a large servicer and guarantor of student loans.

Experience that includes coordination of the effort that assured my employer's full Y2K compliance.

Best practices quality testing experience gained at the unit, integration, and system levels, focusing on automation initiatives.

Knowledge in key areas such as IMS, DB2, related conversions, COBOL, SAS, JCL, Microsoft Project, Project Workbench, object-oriented analysis, Microsoft Office Suite, and internet access.

Directly related education that includes formal studies represented by an Associate Degree and numerous continuing professional development courses.

DIRECT EXPERIENCE IN FIELD

GREAT LAKES HIGHER EDUCATION CORP. ———

Madison, WI

**Programmer < Programmer Analyst < Senior Programmer Analyst
< Systems Analyst < Project Leader,**

January 1990 - January 2000

Progressed through these positions by performing increasingly complex and responsible work while steadily building knowledge and skills.

Project Leader (Aug. 1996 - Jan. 2000)

- Took responsibility for leadership of as many as fifteen concurrent projects while coordinating activities of as many as 40 people.
- Provided planning for assigned projects that ensured continuity and availability of resources within existing constraints and the overall design plan.
- Established project sub-goals, analyzed tasks, set timelines for completion, and delegated job functions and areas of responsibility to programmers and analysts.
- Prepared and maintained ongoing task lists, Gantt charts, and reports depicting current work in progress and planned development activities.
- Assured system development's compliance with chosen methodology and relevant policy / procedure.
- Consulted with our internal customers to help them define and prioritize information systems needs and determined if they could be met using existing resources.
- Ensured thorough staff understanding of development methodology and associated tasks.
- Reviewed / critiqued analysts' designs, and gave mentoring, training, and technical support as needed.
- Ensured that necessary communication took place within teams to meet overall project objectives.
- Communicated with analyst working on other projects to solve potential problems and resolve any issues about allocation of time and resources.
- Facilitated communications and problem solving between customers and systems design staff to overcome any difficulties arising during project development, testing, and implementation.
- Responded effectively to problems falling beyond the authority or responsibility of team members.
- Monitored performance of projects and team members providing immediate feed-back and taking any corrective actions that might have been indicated.

Systems Analyst (June 1995 - Aug. 1996)

- Took responsibility for up to five concurrent projects and coordinated work of as many as 15 people.
- On a somewhat smaller scale, engaged in task analysis, work assignment, sub-goal setting, staff technical support / mentoring, inter-group coordination, customer consultation, and resource evaluation as already described.
- Coordinated analysis of the impact that changes proposed internally or mandated by the Federal Government would have had throughout the system.
- Assisted directly in writing code and creating ad hoc programs for analysts as well as helping them to see and design for "the big picture."
- Coordinated acquisition and compilation of statistics relevant to all phases of development.

REPRESENTATIVE ACCOMPLISHMENTS

Testing Automation Pilot (Aug. 98 - Jan. 00)

Led the team that developed and documented a test plan database that added quality and reliability to the many system modifications made to add functionality and accommodate the continually changing regulatory environment. Automation of the test process made it feasible to detect unanticipated effects by broadly retesting associated program elements. Worked closely with developers who, in turn, worked directly with end users to formulate and validate each test plan before inclusion in the database. The pilot ultimately encompassed more than a third of our currently used software.

Y2K Guarantee Corporation (Jan. 98 - July 98)

Working with a team of three project leaders and five systems analysts, researched available service vendors and tools to develop the Y2K strategy for the Guarantee Corp.

Y2K Servicing (Jan. 97 - Dec. 97)

Accepted the critical job of spearheading the service corporation's effort to achieve timely Y2K compliance. Researched available service vendors and tools before developing and implementing an essentially in-house strategy for its accomplishment. Organized and directed the work of a 41-member team including several workers at a remote site. Fostered the process of identifying and devising solutions for industry-specific problems. The transferable knowledge gained provided the basis for my Y2K work with the Guarantee Corporation.

On-going Servicing (June 1995 - Dec. 1996)

Worked with teams at two remote sites and up to five team leaders. Coordinated analysis of the impact that changes proposed internally or mandated by the Federal Government would have had throughout the system.

Other Important Projects

- In response to regulatory changes based on congressional action, managed the major effort involved in expanding the number of loan groups that our system could handle. We were required to be ready to deal with seven instead of five categories within seven months' time. We took the proactive measure of providing room in our system for up to eleven loan groups accommodating those created since.
- Participated in the company-wide conversion from IMS to DB2 and allowed for its effects on all projects for which I was responsible.

MERITER HOSPITAL ———

Madison, WI

Data Process Programming Intern < LTE Programmer,

July 1989 - December 1989

- Working with considerable independence, carried-out the conversion and updating of a database containing doctors' continuing professional education records.
- Reviewed, verified, and purged outdated information and transferred the database from a Spairy-Rand minicomputer to DBase 3 Plus running on a much more accessible PC.
- Designed reporting formats, organizing records by seminar or by practitioner.
- Wrote a user-friendly editing program that made ongoing file maintenance much easier.

EDUCATION & TECHNICAL / PROFESSIONAL DEVELOPMENT

Associate of Applied Science, MADISON AREA TECHNICAL COLLEGE ——— Madison, WI; May 1990
FIELD: **Data Process Programming**

CONTINUING STUDIES

<i>Management Certification Series,</i>	University of Wisconsin–Madison Management Institute; 1997
<i>Intro to Basic SAS Software,</i>	SAS Institute; 1993
<i>Systems Analysis,</i>	Hadsell Training Service; 1991
<i>IMS Database Programming,</i>	CA; 1991
<i>SQL Applications Programming for DB2,</i>	CA; 1991
<i>CICS Command Level Programming,</i>	Automated Concepts, Inc. (Technical Division); 1991

REFERENCES AVAILABLE UPON READERS' REQUEST