

Senior Serena Business Manager (BPM) Developer, Designer, and Administrator

An accomplished IT professional, able to understand requirements, organize tasks, document processes and data flow, design software solutions, write program code, manage projects, and see the forest as well as the trees. Able to solve problems, provide results, develop standards, increase productivity, make presentations, and obtain participation from individuals at all levels of the workforce. Skilled at communicating clearly, both verbally and in writing, and capable of working alone or on a project team. A competent Business Process Management workflow design analyst, a talented developer and system architect, a persistent troubleshooter, a Math and Computer Science graduate of Carnegie-Mellon University, and a former IBM Systems Engineer with a passion for creative solutions.

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US Dept. Of Education (as a contractor)	Consultant / Serena SBM (& AppScript) Developer	Since Sept 2015
US Postal Service (as a contractor)	Consultant / SBM & TEAMTRACK Developer / Admin	Since Jan 2008
CLOPAY Plastics Products (contractor)	Consultant / Serena SBM (& AppScript) Developer	Since Aug 2011
IMS Health (as a contractor)	Consultant / Serena SBM (& AppScript) Developer	Since Oct 2006
US Census Bureau (as a contractor)	Consultant / Serena SBM (& AppScript) Developer	Jul.'11 – Mar.'17
US Dept. of Defense DHIMS (contractor)	Consultant / Serena SBM (& AppScript) Developer	Mar '09 – Oct '12
NASA HQ (through SAIC & InDyne)	Consultant / TEAMTRACK Administrator / Developer	2005 to 2012
LRN (Los Angeles) (as a contractor)	Consultant / part-time TeamTrack Service / Support	2010 to 2013
US Office of Pers Mgmt (through List)	Consultant / Sr. Analyst / TEAMTRACK Admin / Dev	2004 to 2009
Eaton Cutler-Hammer (as a contractor)	Consultant / Senior Developer / Workflow Analyst	10+ years
LA Times Newspaper (as a contractor)	Consultant / Senior Programmer Analyst	6 years
Xerox Corporation (as a contractor)	Consultant / Senior Systems Analyst	4 months
Perrier / Arrowhead Water (contractor)	Consultant / Developer	5 months
Nissan / Datsun (as a contractor)	Consultant / Senior Systems Analyst	2 years
Ticor Mortgage Insurance (contractor)	Consultant / Programmer / Analyst	8 months
Nissan / Datsun (as a contractor)	Consultant / Project Leader	1 year
RCA / TRW Space Defense Division	Software Engineer / DBA	16 months
Republic Bank	Systems Programmer / Analyst	10 months
IBM Corporation	Systems Engineer	2 ½ years

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Programming	Serena App Script, JavaScript, ADABAS/NATURAL, COBOL, CICS, Fortran, Assembler
Databases and Source Control	SQL Server, Oracle, ADABAS; Access and Excel; PVCS VM, Subversion
Operating Systems	Windows Server 2003 and up, Win XP; IBM Mainframe OS/MVS, DOS, VM/CMS
Business Process Management	Serena's TEAMTRACK 6.1 through Serena Business Manager 11.1
Other Systems Development	IBM's JCL, TSO, ISPF; SAG's Construct, Predict; Treehouse's N2O, Peek
Miscellaneous	HTML; Visio, Software AG's Complete, EntireX; IBM's MQ Series, VSAM, RJE; EDI, FTP

APPLICATION AREAS

FOIA Requests, Change Management, Software Systems Development (SDLC / ITSM / ITIL / Agile), Configuration Management. Security Investigation Tracking, Audit Tracking. Accounting and Claims Processing, Document and Requirements Management. Software Upgrades, Integration, and Interfaces, Human Resource Systems. Equipment Management, Order Processing, Returns, Procurement, Newspaper Circulation and Subscriptions, Billing, Invoicing, Banking / Installment Loans. Customer Service, Field Service, Inventory Supply Control, Insurance, Medical, Scientific.

EDUCATION

Serena's Orchestration Classes, Application Scripting, and Serena Business Manager (Admin Bootcamp)	2004 - 2016
IBM's 12 month Systems Engineering, Design, and Marketing Curriculum (NY and Dallas, TX)	June 79 to June 80
Carnegie Mellon University - Bachelor of Science Degree - Applied Math / Computer Science	Sept. 75 to May 79
High School Diploma (earned in the 11th grade) - South Hills High School (Pittsburgh)	Sept. 72 to June 76

U.S. Dept. of Education FSA - (through Dovel Tech.) - Tyson's Corner, VA **Sept 2015 to the Present**

- Contracted to rewrite the Federal Student Aid Office's Freedom of Information Act Integrity Management System, developed in Serena Business Manager versions 10.1.5 thru 11.3.1, to complement and work with the AINS FOIAXpress System. Completely re-built multiple integrated workflows and re-designed over 80 User Interface forms using Form Actions, Triggers, JavaScript, AppScript, and ModScript (based on ChaiScript). And assisted with CM across multiple SBM environments using SSM 5.3.
- Created a process that accepts emails with attached excel spreadsheets, and automatically extracts the spreadsheets to the file system, creates and executes the DOS command line version of the SBM import tool, and then processes the input to update Personnel files, facilitate government Employee Awards, and to automatically create SBM User Accounts, and more.
- Created a process to extract and merge multiple rows of SBM data with a PDF template using SBM calls to a C# program that creates multiple PDFs, and then binds these PDFs into a .Zip file, and then automatically attaches the .Zip file to an SBM record.
- Created over 40 custom reports, including dashboards, graphic charts, and calendar reports. Collaborated with other team members, assisted with project task management, and prepared and wrote User documentation, and assisted with User training.
- Performed several SBM upgrades (from 10.1.5 to 11.1 to 11.3), and performed SBM troubleshooting, License Manager troubleshooting, and assisted with Server Management. Also installed, configured, and customized SSM 5.2.2 and 5.3.

U.S. Postal Service (remote through Northrop Grumman and ECS) - Merrifield, VA **Jan 2008 to the Present**

- Designed and implemented several TEAMTRACK and SBM processes (Waterfall and Agile) for SDLC Change Management, including the tracking of User Stories and meta data, across multiple environments (Dev, Test, and Prod). Responsible for all SBM Administration including deployments, promotions, data importing, SBM Upgrades, and management of all User Privileges.
- Created multiple File and Document Management workflows to replace workflows originally implemented in SharePoint. Created workflows for equipment additions and terminations, in-house memos, and accounting adjustments. Created over 30 workflows, including a CCB workflow with online voting, and workflows for Software Releases, Defect Reporting, and Project Tracking.

CLOPAY Plastics Division - Cincinnati, OH (working remote - part time) **Aug 2011 to the Present**

- Contracted to assist in maintaining and upgrading their various Plastics Process Tracking and Incident Tracking workflows, and their Credits and Returns workflows, and to re-design and re-write these workflows. Also upgraded their SBM systems to SBM 11.0.1.1. Currently working on an "on-call" basis.

IMS Health - Milwaukee and San Mateo (working remote - part time service contract) **Oct 2006 to the Present**

- Contracted to implement 30 SBM workflows and coded many AppScript programs for processing a variety of pharmaceutical rebate requests, invoicing requirements, and calculations. Upgraded SBM to 11.1. Modified and enhanced their Issues and Time Tracking systems, and their Survey Tracking systems. Also rewrote their SBM Orchestration to Salesforce.com.

U.S. Census Bureau - AMSD (through Serco, EES, Serena, and BART) - Suitland, MD **Jul. 2011 to the Mar. 2017**

- Upgraded ADS Division from TEAMTRACK 6.6.1 to SBM 2009R4.03 and then on to SBM 11.1.0.1. Designed and built all of their various SDLC CM workflows, primary and auxiliary tables, and created linked "Task Tracking" workflows for each SDLC phase. Coded many SBM AppScripts to enforce business rules and to keep the data in all workflows synchronized. Also built custom workflows for tracking Financial Data updates, Minor System Upgrades and Patches, DBA related System Issues, and a custom workflow to detect and notify the security officer of any internal SBM system configuration changes and User Group privilege modifications. Designed and built an SBM Software Release Process, a CCB Voting Process, a Risk Management Process, as well as an SBM based Document Version Management Process. Created notifications, escalations, set up business rules, and User Groups, and managed the Application Repository. Created dashboard and multi-view reports, multi-table reports, and reports with embedded SQL. Integrated SBM to HP Quality Center, and to Subversion, using Orchestrations and Web Services. Established and managed SQL Server databases, and performed all SBM troubleshooting activities.

U.S. Dept. of Defense - DHIMS (through Axiom) - Bailey's Crossroads, VA **Mar 2009 to Oct 2012**

- Contracted to design and implement several Serena SBM processes for SDLC Change / Configuration Management / Release Management, as well as Document Management. Other workflows that were automated included DHIMS Software Delivery Intake, Software Delivery Items, and New Product Authorizations. Assisted in upgrading their TEAMTRACK 6.2 environment to 6.6.1 and then on to Serena Business Manager (2009 R2).
- Designed and implemented a TEAMTRACK (and SBM) Reminder Service that sends out emails in advance of a User supplied "Due Date". Also, wrote many TeamScript programs to provide extra features within the majority of the processes mentioned above, and worked on processes for a Configuration Items and Training Databases.

NASA Headquarters (through SAIC and InDyne) - Washington, DC **Oct 2005 to May 2012**

- Contracted to design and build multiple TEAMTRACK workflows for Human Resources (Check In Check Out) processes involving new employees and contractors. Analyzed the existing documentation and systems, and wrote many TEAMSCRIPT programs to synchronize data across all workflows. Also created interfaces to legacy systems and to Remedy.

LRN (Legal and Regulatory Services) - Los Angeles, CA (worked remote - part time) Feb 2010 to late 2013

- Contracted to periodically troubleshoot issues with their Serena TEAMTRACK 6.6.1 processes including tickets emailed into the TEAMTRACK system and issues with their email recorder; and to perform system enhancements.

U.S. Office of Personnel Management (through LIST, Inc) - Washington, DC May 2004 to Nov 2009

- Created a set of linked TEAMTRACK workflows for tracking security investigations, clearances, and adjudications. Created workflows for the US Auditor's Office; for the IT Dept.; for the HR Dept's delegated hiring; and for the Investigation Division's tracking of fingerprint machines. Created workflows for tracking and reporting on Change Management, Risks, Issues, Action Items, and Defects. Also developed and maintained processes for OPM's Security Clearance System (PIPS) using ADABAS and NATURAL and IBM's TSO and JCL.

Eaton Cutler-Hammer (through Gateway Resources) - Pittsburgh, PA Jan 1994 to Apr 2004

- Designed a workflow system for managing all of the business processes for the Claims Dept. Designed, coded, installed, and supported a system for processing rebates based on customer specific pricing agreements, with a two-way EDI interface to external systems. Built systems for processing Customer Deductions and tracking root causes. Converted the Returns and Rebate systems to object oriented (NATURAL) program modules for communicating with Java programs that fed a browser based customer interface. Used MQ Series for middleware to the Oracle G/L.

Los Angeles Times Newspaper - Los Angeles, CA Jan 88 to Jan 94

- Participated in and completed all SDLC phases for a section of a 20 million dollar project to create an Integrated Computer Information System for the Circulation Dept. Coded over 200 online and batch NATURAL programs.

Xerox Corporation - Torrance, CA Sep 87 to Dec 87

- Coded, maintained, and debugged NATURAL Online and Batch programs that supported the Xerox Customer Service System. Also acted as the Technical interface between the system Users and IT Management.

Perrier / Arrowhead Water Division - Monterey Park, CA Apr 87 to Aug 87

- Participated in a pilot project to prototype an ADABAS / NATURAL system for the Order Entry, Customer Service, and Credit departments. Reviewed current business operations, interviewed users, and prepared documentation.

Nissan / Datsun - Carson, CA Apr 85 to Apr 87

- Maintained and enhanced the Installment Loans Online (CICS) system and added interfaces to various ADABAS / NATURAL processes. Wrote, maintained, and enhanced several CICS and batch COBOL programs.

Ticor Mortgage Insurance - Los Angeles, CA Sep 84 to Apr 85

- Enhanced the existing COBOL and Natural Online applications and their corresponding Batch support programs and JCL. Made various program efficiency modifications to the screens and reports used by the Claims dept.

Nissan / Datsun - Carson, CA Sep 83 to Sep 84

- Led a staff of 5 programmers to develop a Cash Reconciliation and Reporting System using ADABAS and NATURAL and CICS. Primarily responsible for the design of the system and the database files and fields.

RCA / TRW Space Defense Division - Redondo Beach, CA Jun 82 to Sep 83

- Worked on a project to develop an Automated Seismic Monitoring System. Installed and Administrated Software AG's ADABAS database under VM / CMS. Designed database structures, monitored and tuned database performance.

Republic Bank - Dallas, TX Sep 81 to Jun 82

- Converted an IBM DOS / VS environment for a local Dallas bank (which was bought by Republic Bank) over to an OS / VS environment on Republic Bank's main computer. Wrote and re-wrote assembler programs.

IBM Corporation - Pittsburgh, PA Jun 79 to Aug 81

- Designed and configured hardware and software systems, performed capacity planning, installed the DOS operating system and related software, performed problem analysis, and customer training.