**Clark Maxwell**

**208 Buli Lane**

**Bolingbrook, IL**

**773-807-5675**

**clark\_maxwell@hotmail.com**

**SENIOR BUSINESS ANALYST**Senior business analyst with over 19 years experience in business and systems requirements gathering, analysis and elicitation; business process improvement, work process/work flow analysis, functional requirements analysis and specification, and object oriented design, engineering/reengineering and documentation. Expert-level experience in application design and development, specializing in system development life cycle (SDLC) methodologies, concepts, implementation and management, from conceptual design to system testing and quality control; asset management, change management, release and configuration management. Extensive experience with object-oriented application interface design, development and coding; RDBMS design and programming, data analysis and tuning, data entity-relationships, data repository and data warehouse design, development, analysis; electronic data interfaces (EDI), bar-coding and serialization; mainframe/legacy systems, processes and application conversion. Extensive industry experience in financial services and investment management, trading systems, supply chain management, inventory management, AR/AP, general ledger, customer relations management (CRM), product development, marketing, and federal compliance (FDA, DEA, HL7, HIPAA regs.) business processes.

**SOFTWARE DEVELOPMENT**
***Programming Languages***PowerBuilder 8.0, Visual Basic 6.0, C/C++, Gupta SQL Windows, Visual C++, Active X, COM/DCOM, VBA, HTML/DHTML, .NET, Oracle tool set -- PL/SQL, Oracle Developer 2000, Oracle Forms, Oracle Reports, Discoverer, Borland and Microsoft C, Microsoft Quick Basic, UNIX Shell scripting languages, VB and Java script, Active Server Pages, FoxPro, Clipper

***ERP/CRM Systems***

Oracle 11i, Siebel, FileNet ECM

***eCommerce***

MOSS 2007/WSS 3.0, SharePoint, BizTalk, Commerce Server

***RDBMS/Database***Oracle 10g, DB2, Gupta SQLBase, Sybase ASE 12.5, SQL Server 2008, MS Access, xBase, Watcom, Informix 7

***Systems/Networking***Windows NT/2000/XP/Windows 7, TCP/IP, MSMQ, Websphere, HP-UX, SCO Unix, Red Hat Linux, SCCM, SCOM

***Development Support/Testing Tools***Rational XDE, Requisite Pro, ClearQuest, ClearCase, PVCS, Visual Source Safe, ER/Win, Visio, MS Test, MS Project, MS Excel, Crystal Reports Enterprise, iLog JRules

***Business Analysis***Rational Unified Process (RUP), Agile development methodologies, Universal Modeling Language (UML), process engineering/reengineering, RAD/JAD, requirements gathering, analysis and documentation, systems analysis, architecture and design, use case development, business rules management, quality assurance and UAT test planning, system development life cycle.

***Data Mining***

Experienced in the use of tools and techniques of data mining of relational databases, data warehouses and data marts to determine patterns and process gaps, including market basket analysis and pattern mining; experienced in development of statistical analyses in support of assumptions.

***Sarbanes-Oxley Compliance***

Experienced with development, test and validation of SOX controls in support of business processes, compliance monitoring and remediation,

***Industries***Finance, Insurance, Legal, Manufacturing, Engineering, Sales/Marketing, Actuarial, Inventory Management, Supply Chain, Health Care, R&D, Warehousing & Logistics, Retail/POS

***Quality Assurance/Testing***

Extensive experience in software quality assurance through testing, including development and monitoring of various test methods – unit, integration, system, regression, bash and smoke testing for validating software functionality in accordance with functional requirements, experience with various QA methodologies including V-Model, and use of software quality assurance tools including HP Mercury, ClearQuest and others. Extensive experience developing/managing user acceptance test (UAT) programs, defect tracking and monitoring, change control management.

**ACCOMPLISHMENTS**

* *McDonalds –* Developed and implemented processes and standards for enterprise configuration management and change control for in-store POS/retail systems.
* *Wolters Kluwer –* Performed research and gap analysis in requirements gathering, analysis and functional design of social media site for WK, including best practices for deploying social media for customer interaction and support, product reviews, content development and monitoring. Developed business requirements and functional design.
* *Information Resources Inc.* – Led the successful requirements gathering, analysis, technical design and specification efforts for migrating IRI retail data collections, validation and data loading processes from mainframe and UNIX based platforms, to Red Hat Linux/Oracle grid environment. Responsible for managing change management and QA processes.
* *Culligan International* – Led requirements gathering, design and development efforts in successfully identifying, analyzing and defining business requirements; developed functional requirements for successful implementation of improved, integrated, automated processes and procedures for uniform serialization and bar-coding for seventeen various manufactured product lines. Designed, implemented and managed release management process.
* *Sara Lee Bakery* – Led development and analysis team efforts in integrating and improving disparate procedures, processes and applications for food formula development processes to adhere with FDA CFR Part 21 requirements.
* *Pharmacia/Upjohn* - Led the analysis and definition of data and business requirements for development of conceptual design, requirements analysis, functional requirements documentation and coding specifications for successful conversion of mainframe legacy data and systems for implementation of enterprise sales force automation and drug inventory management systems. Designed, implemented and maintained data repositories for OLTP systems, data loading processes and code.
* *BrainBench* - Developed and validated skills measurement tests for PowerBuilder v8.0, and Sybase ASE v12.5 for BrainBench skills validation and testing business.
* *Chicago Public Schools* - designed and taught network management and software version distribution and version control over a Windows 2000 network to CPS network administrators.
* *Bell & Howell Scanners* – Led the design, development and implementation of bar-coding and labeling system for scanners manufacturing lines; integrated with sales and inventory for just-in-time production. Responsible for full SDLC process management, including change and release management processes.
* *FERS MIS systems* – As Systems analyst, led the analysis, development and technical writing teams in analyzing, defining and documenting requirements for conversion of mainframe legacy systems to enterprise management information system, including management level reporting and interfaces. Responsible for implementing and ownership of asset, change, release and implementation management processes.

**CONSULTING EXPERIENCE**

Over ten years experience as an independent consultant for Fortune 100, 500 1000 companies; experienced in application and management of SDLC processes, requirements gathering, analysis and documentation, functional design, business process engineering/reengineering, mainframe/legacy systems conversion, project management, application design, development, coding and implementation.

**McDonalds**

**Oak Brook, IL**

05/09 to Present SENIOR BUSINESS ANALYST

Senior Business Analyst with McDonald’s USIT Restaurant Solutions team supporting custom data communication and data movement systems, including business process support between restaurants in the US and Canada, external applications and home office systems. Working with business owners and key stakeholders; directly responsible for requirements gathering, design elicitation and documentation of business and technical requirements, creating flow diagrams for existing restaurant data flows, identifying opportunities for improvement and documenting in to-be process flow diagrams. Provide requirements management and process support for system configuration management and maintenance processes and projects, including software deployment, upgrade and monitoring using SCCM/SCOM for in-store systems and applications. Duties include development and maintenance of use cases, creation and maintenance of use case, activity, sequence, state machine and other UML diagrams, development and maintenance of all project related SDLC artifacts, including business requirements, functional requirements documents, traceability matrices, test plans and test cases; responsible for coordination between various teams such as QA, multiple development teams, user groups to ensure adherence to business requirements; organizing and managing RAD/JAD sessions, configuration and testing activities, defect management, project design and task management and reporting. Technologies supported include MS BizTalk, SQL Server, .NET, MSMQ, UNIX and WMQ. Tools used include Clear Case, Clear Quest, MS Visio for flow diagramming, Excel and MS Office Suite for status reporting and presentations.

**Wolters Kluwer**

**Chicago, IL**

11/08 to 4/09 SENIOR BUSINESS ANALYST

Senior analyst working with Tax and Accounting business units, responsible for requirements gathering, analysis and documentation; high level front and back end design and systems specifications in support of projects to migrate existing ecommerce web sites to new platform – MOSS 2007/WSS 3.0, including redesign of ecommerce shopping cart and order processing pages, and identification documentation and analysis of requirements for conceptual design, business and functional requirements for social media site. Duties include process analysis, design and documentation in support of SAP conversion of existing order management systems and processes; functioned as senior BA responsible for conceptual design of social media site for online store customers. Deliverables include development of high level requirements documentation, functional specifications, use cases business process models and UML diagrams. Duties include leading requirements gathering and JAD sessions with business owners, requirements analysis of interface and design requirements, development of technical design specifications for web parts and custom workflows, content types, libraries and other components for architects and developers; data model development, development of business models and documentation for existing business processes and identifying opportunities for process improvement and development of future state process models, use cases and process flows, and development, documentation and maintenance of taxonomy for marketing group. Responsible for project management support including progress reporting, task management and project performance measuring in reporting on all SDLC project phases, and issues and risk management, working with QA team in developing requirements based test scripts, test plans, and designing and managing UAT testing. Methodologies used include Agile, UML 2.0; tools/technologies used include Microsoft SharePoint Suite, BizTalk, Commerce Server, Oracle, .NET, SQL Server; MS Visio for process flow diagramming and process modeling; Excel for issues and risk management tracking and reporting and traceability matrices for requirements.

**Hewitt Associates**

**Lincolnshire, IL**

9/08 to 11/08 SENIOR BUSINESS ANALYST

Working with the GRS team on requirements gathering, analysis and documentation for the redesign of customer facing web site data analysis tools and processes. Duties include requirements management through all disciplines of the development process; planning and preparation for requirements gathering process; facilitate the requirements gathering process, ensuring proper breadth and depth of the various requirement steps, facilitate current state and future state analysis discussions, ensuring stakeholder requirements have been prioritized and appropriate documentation of deferred stakeholder requirements are created and managed the delivery of all project requirements artifacts for key milestones set with PM. Also functioned as a development team resource responsible for requirements handoff to the technical and QA teams; participate in DEV and QA requirements development. Review and provide feedback for QA deliverables; review test scenarios and provide sign-off.

**US Cellular**

**Schaumburg, IL**

3/08 to 9/08 SENIOR BUSINESS ANALYST

Working with Asset Tracking / Standards & Audits team gathering and documenting requirements in support of business processes for tracking and capitalization of assets, and ensuring network engineering activities and business processes are in compliance with existing SOX controls. Duties include working with financial asset management, engineering standards and audits, and internal compliance teams to analyze and document business requirements for enhancements to existing business processes and Oracle and SAP applications, leading RAD/JAD sessions with design teams, diagramming current and future state business processes using Visio, test and validation of SOX controls, design and development of new processes and controls; produce specifications for any new / change to technology applications. Work with the development, test, training and documentation teams to ensure understanding of and compliance with business and functional specifications; provide project management for implementation of enhancements and fixes to asset management systems, including development, maintenance and management of project plans using MS Project. Working with development and QA teams, responsible for software quality assurance via development of test scripts and test plans, test monitoring, defect management and change control; participated in preparation and execution of User Acceptance Testing (UAT). Manage business expectations.

**US Foodservice**

**Skokie, IL**

10/07 to 3/08 SENIOR BUSINESS ANALYST

Responsible for full life cycle, SDLC activities and deliverables, project and implementation planning for the pilot implementation of warehouse slotting optimization software to improve warehouse pick performance and increase labor management efficiency at USF distribution centers in CA and SC, as well as modifications to existing ERP systems. Duties include project scope definition and management; requirements gathering, analysis and documentation; workflow analysis, project coordination and management; coordination and leading of business rule and technical design sessions with business sponsors and technical teams; development of project plans using MS Project; identification, documentation and diagramming of key/impacted business processes using Visio and PowerPoint, working with business sponsors to identify and document key performance indicators (KPIs) to integrate with new business rules for warehouse management performance measuring. Also responsible for working with vendor development/engineering team in creation of functional requirements and coding specifications, test planning and documentation; working with deployment teams to develop and manage implementation plans; management of work product and deliverables of project team, providing regular status reports to executive staff and business sponsors, management of project issues and risks log, escalation processes and change control, maintenance of internal project web site using Lotus QuickPlace.

**Illinois Department of Human Services**

**Springfield, IL**

04/07 to 10/07 BUSINESS PROCESS MANAGER

Responsible for business process improvement, process flow analysis, and through interaction and collaboration with the various DHS Divisions, identification and documentation of improvements to processes as required or desired through the use of standard business process redesign tools and practices, in accordance with standard SDLC methodology, including asset, change and release management. Duties include conducting project staff interviews for identification of opportunities for process improvement and automation, development data mining and analysis for process documentation and identification for process improvement opportunities, and documentation of system requirements for the various functional groups within DHS, working with application development teams in incorporating functional and data management requirements into DHS systems, planning and management, and serving as technology advisor to the various DHS program divisions. As lead, developed and maintained business process modeling notation (BPMN) standards for flow charting, developed and maintained flow diagrams, using Visio, of all identified processes, created and maintained use cases, requirements and design documentation. Also organized and led RAD/JAD sessions for process improvement and optimization.

**Northern Trust Bank**

**Chicago, IL**

07/06 to 04/07 BUSINESS/SYSTEMS ANALYST

Working with the Investment Systems division, responsible for requirements gathering, analysis, design and documentation of business processes and software requirements for upgrades for the bank’s investment and asset management systems, and treasury services systems, including asset allocation and trading systems and applications. Duties include conducting departmental staff interviews for requirements gathering and process flow documentation, development of full SDLC deliverables - scope, high-level business requirements, process flow diagrams illustrating opportunities for process improvement, use cases, low-level requirements and test plan documentation; management of SDLC processes, including configuration, change, release and implementation management processes; creation of UML diagrams, using Visio for development of workflow, storyboards and process modeling; requirements management – including scope and traceability, project planning and methodology and implementation and enforcement of RUP best practices and quality assurance. Also responsible for test plan development, management of UAT phase. Responsible for team of 3 developers and junior business analyst, perform data analysis, provide technical assistance for architectural design and coding for PowerBuilder/Sybase developers, performance tuning.

**Chicago Department of Public Health**

**Chicago, IL**

04/06 to 07/06 BUSINESS ANALYST

Responsible for the analysis, design, development and documentation of business requirements, workflow processes and business rules, and technical specifications for the integration of the Chicago Health Event Surveillance System (CHESS) and the Illinois-National Electronic Disease Surveillance System (I-NEDSS); development of HL7 messaging for bi-directional case and disease report exchange, in text and XML formats, in accordance with HL7 specifications; ensured requirements and process compliance with HIPAA requirements. Duties included analysis of existing I-NEDSS use cases, requirements gathering, analysis and documentation of existing business process for city and state health department users and SMEs, development of statement of work, requirements documentation and use cases, including UML use case, activity and sequence diagrams, functional requirements, software requirements and business rules, creation of workflow and high level architectural design documentation. Duties included project planning and estimation, change and implementation management, coordination of technical team and business units, conducting staff interviews for requirements gathering, and RAD/JAD sessions. Technologies used in solution design include Oracle 9i, PL/SQL, Business Objects, DB2, BEA WebLogic, Jav, UNIX shell scripting. Also responsible for business requirements gathering and technical requirements analysis and documentation for FileNet-based document management system.

**Information Resources Inc**

**Chicago, IL**

03/05 to 04/06 BUSINESS ANALYST

Responsible for business process engineering and mapping, business process modeling with UML, requirements gathering and analysis, and creation of low and high-level functional design documentation, use cases, technical specifications, and other artifacts in accordance with agile development methodologies; development of use cases, storyboards and object-oriented analysis and design using Rational XDE, project resource planning and risk analysis and management, for legacy mainframe systems conversion to grid computing based, ERP and reporting systems. Duties include organizing, managing and running RAD/JAD sessions with developers and client representatives, conducting client interviews with staff and SMEs, system architecture, development and monitoring of test plans, including integration and system testing, defect management and development and management of UAT programs. Responsible for implementing and managing change control processes and release management. Technologies used included Red Hat Linux 7.3, Java, C++, Oracle, DB2, .NET, Data Stage, iLog JRules, Perl and Shell scripting.

**Culligan International**

**Northbrook, IL**

10/04 to 03/05 BUSINESS ANALYST

Responsible for design, development and implementation of serialization and bar-coding methods, processes and systems for Culligan's product lines. Use of RUP and UML for business process and application design, development of use cases for requirements analysis; system software and hardware component evaluation and selection; system architecture and database design and development, including development of stored procedures and SQL queries for reporting. Developed MS Access ad hoc query tool, and custom queries and reports, to extract data from SQL Server. Developed functional and conceptual design, specifications and work and process flow diagrams, through interviews with business and technical staff. Also, responsible for project plan, test plan development and monitoring, including integration, system and smoke testing, development of test scripts and UAT testing; budget planning, change control, configuration and release management strategies; vendor contacts, specifications and selection.

**Seaton Corporation**

**Chicago, IL**

05/03 - 10/04 QUALITY ASSURANCE ANALYST

Responsible for maintenance and quality control of recruiting processes and procedures, and process engineering for users of Oracle 9i based custom client/server and web based recruiting, reporting and ERP applications, including report development using Crystal and Oracle Reports. Duties include software quality assurance via testing -- user, system and acceptance test plan development and management; change control and release management, monitoring of recruiter software usage, conducting interviews with staff and external clients for requirements gathering and process analysis, reporting and tracking of bugs and fixes; data analysis and reporting using PL/SQL, Crystal Reports, Excel and MS Access. Developed MS Access applications for users as data analysis and query tools, with custom reports and queries. Also responsible for enhancement and maintenance of FileNet-based document management systems. Developed system and user documentation, and training.

**BrainBench**

**Chantilly, VA**

9/02 - 10/02 TEST DEVELOPER/VALIDATOR (part time/telecommuting)

Test developer and validator responsible for developing BrainBench web-based skills evaluation products for Powerbuilder 8.0, and Sybase ASE 12.5 and SAS 8.2 skills certification tests, respectively, for all skill levels, from beginner to advanced. Duties include developing test curriculum, and questions, validating test questions and answers for relevancy and accuracy, and overall quality assurance. Coordinate test development and validation with test validation team.

**Chicago Public Schools**

**Chicago, IL**

10/02 - 12/02 SYSTEMS MANAGEMENT TRAINER

Trainer responsible for designing training curriculum for Chicago Public Schools (CPS) Technical coordinators, use of Microsoft’s Systems Management Server (SMS) 2.0 to develop software packages for distribution over an enterprise, application management, maintenance and technical support techniques and methodologies using SMS. Duties included teaching basic networking concepts and systems administration and software installation and support skills and methodologies on Windows NT and Windows 2000 networks.

**Sara Lee Bakery**

**Chicago, IL**

12/00 - 10/02 PROJECT LEAD/BUSINESS ANALYST

Developed and implemented business processes and successful integration and development of various applications to automate and simplify food formula development process in adherence with FDA regulatory certification process (CFR Part 21) requirements for food formula development. Responsibilities include full SDLC project responsibility, including requirements gathering through departmental staff interviews and RAD/JAD sessions, application of RUP methodologies, UML diagramming, including use case, activity, sequence and class diagrams, and the development and realization of use cases in the reengineering of business processes and design, development of system and UAT test plans, modification of software application code; responsible for change control and release management processes and activities. Developed conceptual and functional design documents, requirements documents, work and process flow diagrams and storyboards; data modeling and database design/redesign to incorporate changes to Oracle 11i Supply Chain modules. Also responsible for development of coding specifications for interface design in VB 6.0, and Visual FoxPro, e-commerce interfaces; development of VB and FoxPro code, and Oracle 8i stored procedures using PL/SQL, report design and development using Oracle Reports.

**Alliant Food Service**

**Northbrook, IL**

7/00 - 12/00 BUSINESS ANALYST/PROGRAMMER

Responsible for requirements gathering and analysis of business processes, development and analysis of use cases, project management support and programming for the conversion of mainframe legacy sales force management and planning applications, and accounting applications to client/server based ERP and sales management systems. Duties included conducting interviews with staff and review of existing documentation for requirements gathering; analysis and documentation of business rules for sales force management, defining and documenting rules for alignment of territories by clients and sales reps, commission and incentive calculation and payment, and sales reporting. Developed new business processes and process improvements based on analysis of business requirements, development of interface design specifications for client server and web interfaces and work flow using Visio, and creation of programming specifications for four programmers. Also implemented Informix 7.0 database modifications and enhancements, modifications to Korn shell scripts and stored procedures for new processes for data conversion and cleansing, sales and commission data loading and archiving. Implemented programming changes to application interfaces using PowerBuilder 6.5/7.0, MS Access, including development of custom reports and SQL queries to provide user interface to Informix data, and Excel (VBA), and modification of ODBC connection objects.

**Pharmacia/Upjohn**

**Skokie, IL**

6/99 - 6/00 BUSINESS ANALYST/PROGRAMMER (TEAM LEAD)

Responsible for gathering business process requirements and specifications, development of requirements and functional design documentation for data cleansing and conversion rules and applications. Developed specifications for initial data load of flat files based on analysis of user requirements, mapping of hierarchical mainframe systems to Oracle and Siebel ERP systems. Created business process, data analyses and schema design diagrams using ER/Win for supply chain management and chain-of-custody for pharmaceutical products. Mapped mainframe legacy databases to relational model; design and implementation of data warehouse for OLTP applications. Also created specifications for data cleansing and conversion programs, EDI sales data loading processes and procedures, mapping of client/territory alignments and hierarchies. Responsible for conducting interviews with SMEs and departmental staff, running RAD/JAD sessions, managing source code development and quality assurance for data conversion/cleanup programmers. Managed project plan for initial data load procedures, application configuration and implementation management. Also team lead responsible for development, programming and modification of UNIX K-shell scripts, Oracle stored procedures using PL/SQL and Oracle SQL Loader scripts. Provided support for full life cycle, SDLC project requirements.

**Utilities International**

**Chicago, IL**

1/99 - 4/99 IT CONSULTANT

Performed client/server application development and business requirements analysis for management information and financial analysis software tools developed for public utility clients of UI. Duties included development of Profit & Loss statement reports, and other financial reporting modules using VB 5.0/6.0 and Crystal Reports. Also responsible for Oracle database design and development of stored procedures, functions and triggers using PL/SQL. Identified and documented application process and interface requirements and functionality through development of use cases via information gathered from users. Programming tasks included development of COM/DCOM objects, creation and maintenance of ODBC connection objects, and RDO/ADO programming.

**COMDISCO**

**Rosemont, IL**

8/98 - 12/98 APPLICATION DEVELOPER

Responsible for application development and programming, user support, development of technical documentation and IT consulting services in support of CRM, marketing and accounts payable operations and groups, using PowerBuilder 6.0, and Sybase System 11. Provided technical support for Sybase Data Replication Server, user support for Billing, Customer Service, CRM, Finance and Marketing department users. Developed technical documentation for data replication systems support personnel for Sybase System 10/11 to CA-IDMS database replication process using Visio and MS Word.

**BP/Amoco**

**Chicago, IL**

4/97 - 6/98 IT CONSULTANT

Developed and maintained new and existing project planning, financial forecasting, sales and marketing applications using Visual Basic 5.0/6.0, ODBC, MS Access and Excel. Duties included integration of application interfaces with MS Office using OLE and VBA, analysis of user requirements and business processes, and design and documentation of application specifications using ER/Win and Visio. Developed custom interfaces, reports and SQL queries for users in MS Access, to provide ad hoc query and reporting capability to users for Oracle data. Provided installation and configuration support for custom and off the shelf enterprise-wide VB applications, developed and maintained source code for new modules for business and site development applications. Also developed, tested and implemented Oracle stored procedures using PL/SQL, modified existing application interfaces and reports using Developer 2000 and Crystal Reports. Duties included maintenance of existing and development of new Unix Korn and C shell scripts for sales/marketing EDI data extraction and uploading to Excel spreadsheets and MS Project files, management of client/territory alignments, sales reporting, and conversion; archiving, and managing batch and K-shell scripts.

**SBC/Ameritech**

**Chicago, IL**

11/96 - 3/97 SOFTWARE DEVELOPER

Maintained and enhanced software applications for sales force and contact management, client/territory alignment, sales commissions and incentive calculation and payment, door-to-door sales contact management and leads generation, and sales report development for startup cable television service provider, using PowerBuilder 4.0/Oracle 7. Maintained and modified Oracle stored procedures for data management, including upload and archiving of data using PL/SQL and SQL Loader. Maintained and modified external processes for synchronizing sales systems data loading and archiving between Oracle databases and legacy systems, and documentation of business requirements and processes. Installed, configured, maintained and supported off-the-shelf software for ad hoc data mining and analysis for use by sales department users, and FileNet based document management systems. Identified, developed and documented requirements and technical documentation for existing sales applications and enhancements using Visio and MS Word.

**ERNST & YOUNG**

**Chicago, IL**

9/96 - 2/97 APPLICATION DEVELOPER (PART TIME)

Developed prototype loss reserving system for actuarial application and Insurance calculations. Duties included coding applications using 32 bit Visual Basic 4.0 on Windows 95 platform. Developed application specifications and wrote design document based on actuarial user requirements. Created algorithms for complex actuarial calculations from user specifications and business process requirements, and development of Visual Basic source code specifications. Used OLE/VBA to integrate application with Excel spreadsheets and other proprietary spreadsheet formats. Created DAO database connection objects using ODBC, and designed application database with custom reports and queries for accessing SQL databases using Microsoft Access.

**GE Capital Solutions**

**Chicago, IL**

9/96 - 11/96 IT CONSULTANT

Developed PowerBuilder user object libraries and wrote system and user documentation for use in existing and future equipment leasing applications using PowerBuilder 4.0. Provided process analysis and support for Treasury management systems and processes. Wrote new and maintained existing stored procedures using Sybase and SQL Server, and modified and enhanced existing PowerBuilder applications. Provided mentoring and PowerBuilder development technical resource consulting for internal IT employees. Designed, coded and implemented desktop leasing system in Microsoft Access with custom reporting and SQL queries, and installed, configured and maintained packaged accounting and leasing software applications for enterprise-wide use. Created new reports in PowerBuilder and integrated into existing applications.

**Bell & Howell**

**Chicago, IL**

12/95 - 9/96 SOFTWARE ENGINEER

Responsible for developing 32 bit software interfaces for industrial mail and parcel sorting equipment using Motorola 6000 processors, with Visual Basic v4.0 on Windows NT 4.0 platform. Coded primary and secondary zip code sort modules using 32-bit Visual Basic 4.0, designed and tested supporting database structures in Microsoft Access, and developed DAO connection objects. Analyzed and documented specifications for postal sort scheme processing and algorithms for best-practice zip code sorting using Visio and MS Word, based on U.S. Postal service requirements from the Federal Register. Developed source code for printing bar-coded postal tray labels on Datamax Thermal printers, and activity reports using Crystal Reports. Provided 2nd shift help desk engineering support for resolution of customer sorting and system configuration issues.

**Tenneco Packaging**

**Evanston, IL**

9/95 - 12/95 APPLICATION DEVELOPER

Developed client/server application to run, manage and monitor automated data extraction and loading processes from supply chain and manufacturing legacy systems to Oracle 7.0. Developed initial application design and requirements, wrote source code for application interface in Gupta SQL Windows 5.0. Designed, tested and implemented back-end database using SQLBase 6.0. Wrote technical and user documentation. Developed specifications for conversion of mainframe VSAM files for programmers for data extraction file formats. Wrote data extraction routines, and developed Oracle stored procedures in PL/SQL for updating tables with data extracted from mainframe data structures to SQLBase RDBMS.

**Bell & Howell**

**Lincolnwood, IL**

3/95 - 9/95 APPLICATION DEVELOPER

Designed, developed and implemented client/server application for automating manufacturing processes, inventory control and supply chain management of high-end document scanning equipment and integration of equipment order processing, and printing of serialized bar-coded labels. Developed reports for sub-assembly bill of materials change management tracking, and verification and validation of ISO 9000 and quality control requirements. Lead IT personnel in RAD/JAD sessions, including requirements definition and gathering, analysis, and system requirements and specifications. Also responsible for application coding using PowerBuilder 4.0 and PL/SQL for Oracle 7.0 databases. Integrated third-party barcode object files (.dlls) with PowerBuilder 4.0, and coded .dlls for low-level network management functions using Visual C++. Developed source code for printing bar-coded, serialized machine labels for printing using Datamax thermal printers. Wrote data conversion scripts using k-shell and SQL Loader to create BOM template hierarchies for cleansing and conversion of product data from legacy systems to Oracle. Developed technical and user documentation using Visio and MS Word. Provided initial training for twenty users in manufacturing and engineering departments, and user support.

**Freidman, Eisenstein, Raemer & Schwartz (FERS)**

**Chicago, IL**

6/94 - 3/95 SYSTEMS ANALYST

Development team leader responsible for conversion of mainframe legacy accounting and management information system to enterprise-wide client/server Practice Management System for internal cost center management for large accounting/financial services firm using PowerBuilder 3.0, SQL Server and Sybase 4.2. Duties included development of initial requirements and system specifications, use cases and business process requirements. As senior programmer, responsible for development of coding standards and templates for interfaces to maintain quality assurance, development of source code for user objects, creation and maintenance of class libraries, and implementation of methods and procedures for integration and use of third-party object libraries. Also responsible for change control and management procedures and activity. Designed system architecture and assisted programmers with development of source code. Distributed and managed programming tasks for two PowerBuilder developers and one technical writer.

**PROFESSIONAL EXPERIENCE**

Programming and analysis, network administration, client relations and service.

**Pope & John, Ltd.**

**Chicago, IL**

8/90 - 6/94 PROGRAMMER/ANALYST

Developed and supported multi-user litigation support and document management applications and systems for management of legal information for insurance/reinsurance, product liability, financial, bankruptcy and criminal case information using Visual Basic, Borland Turbo C, dBase, FoxPro, Clipper, Access, Crystal Reports and PowerBuilder 3.0. Designed, Developed and installed applications for in-house and co-counsel use, wrote user and technical documentation and provided training. Developed ad hoc queries and reports for users using MS Access. Responsible for alternate Novell LAN Administration, including creating and maintaining user accounts and login scripts, system maintenance and backups. Maintained relational databases developed in SQL Server and Sybase. Performed SCO UNIX administrator duties, including installing, configuring and maintaining proprietary UNIX software packages and system maintenance, user account management and security. Installed, configured, maintained and supported proprietary time and billing and accounting software packages, and legal litigation support software packages, including FileNet, PC Docs and Soft Solutions.

**Computer Sciences Corporation (CSC)**

**Chicago, IL**

10/88 - 8/90 CONSULTANT/LAN ADMINISTRATOR

Designed, implemented and maintained 120 user Novell IPX/SPX network using IBM 4MB token ring network for the U.S. Environmental Protection Agency (EPA). Installed and maintained IBM multi-access units (MAUs) in wire closet, incrementally adding 120 nodes to the network, and related tasks, including installation/configuration of network cards, writing/debugging user login scripts, modifying login files for network access, and installation, maintenance and configuration of network printers. Created, maintained and managed Novell user accounts and provided network access to EPA wide-area network. Created custom menu systems in C and Quick Basic. Developed case management and litigation support databases in FoxPro. Performed system backup and restore. Managed work of hardware technician. Created user and technical documentation. Provided hardware/software support.

**EDUCATION**

***Coursework***

University of Maryland, Eastern Shore, Princess Anne, MD

University of the District of Columbia, Washington DC

***Training***

Object Oriented Analysis and Design

Unified Process Group, Chicago, IL

Certified PowerBuilder Engineer

Greenbriar and Russel, Schaumburg, IL

 Network Administration

Systems Management America/UNISYS, Durham, NC

Telecommunications Systems Management

U.S. Department of Energy, Washington, D.C.

Business Management and Development

Small Business Administration, Washington, D.C.

Series 7/66 Securities Training for Financial Management

Securities Training Corporation, Chicago, IL

***Other***

Software Contractors Guild

Cook County Election Judge, 30th ward, 21st Precinct