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BRIDGING THE GAP BETWEEN TECHNOLOGY AND DESIGN: TRANSFORMING CREATIVE INSPIRATION INTO TECHNICAL REALITY

SUMMARY OF QUALIFICATIONS	I am a Web and IT Professional with over 18 years experience in <i>full life cycle</i> delivery of 45+ website and technology projects across many diverse industries. I am organized, detail-oriented, and efficient in everything I do from programming code to writing documentation. My strengths lie in Business Analysis, Website and User Interface Development, Search Engine Optimization (SEO) strategy and implementation, Technical Documentation, and Project and Team Management. My leadership, business analyst, and client relationship skills combined with my extensive technical expertise as a hands-on website and software developer pack quite a punch. My unique background and experience gives me great insight to transform other people's creative designs into technical reality.
TECHNOLOGIES, TOOLS, & SKILLS	Languages: JavaScript, HTML (hand-coded), DHTML, XHTML, CSS, DOM Manipulation, XML, XSLT, ASP, JSP, HTA, SQL, Visual Basic, Advanced Revelation, R/Basic, GUPTA SQLWindows, AS/SET Case Tool (AS/400), ColdFusion, Lotus Notes/LotusScript Tools: MS Project, MS Office, Visio, HomeSite, TopStyle, Google Analytics, WebTrends, MediaWiki (Wikipedia), particleIllusion, Blue Martini, Oracle Portal, WISE Installation System, InstallShield, ERwin/ERX, Segue QA Partner, Mercury WinRunner, SQA TeamTest, Crystal Reports, ReportWindows, PaintShop Pro Methodologies/Competencies: SDLC, ITIL, SEO (Search Engine Optimization), Project Management, Business Analysis, Information Architecture, Website and User Interface Development, Software Testing, Courseware Design, Training, Data Flow Diagrams/Process Modeling, Use Cases, Logical Data Modeling, Object Oriented Design and Programming (OOD/OOP), EDI, Rational Unified Process (RUP), Website Localization (Arabic) Databases: Oracle, Sybase, Ingres, SQLBase, Access, dBase, Rumba, ODBC
INDUSTRY EXPERIENCE	Application Service Provider (ASP), Automotive, Aviation, Computer Software, Consulting / Professional Services, Consumer Products, Education, Financial/Banking, Food and Beverage, Government, Hazardous Waste, Health Insurance, Healthcare, International (Arabic), Legal Services, Manufacturing/Distribution, Non-Profit/Charity, Real Estate, Recycling, Systems Integrator, Telecommunications, Waste Disposal
ARTICLES/ PUBLICATIONS (CLICK A LINK)	<ul style="list-style-type: none">♦ White Paper – Rich Client Interfaces: Breaking Free from the Browser♦ White Paper – SEO (Search Engine Optimization) Strategies and Approaches♦ "Object-Oriented CSS", 2006 (Technical Article)♦ "Separate Positioning from Presentation", 2006 (Technical Article)

PROFESSIONAL EXPERIENCE

HEWITT ASSOCIATES		JAN 2009 TO PRESENT
Contract Consultant Role Production Specialist	<ul style="list-style-type: none">♦ Wrote User Interface code to build customized web portal sites.♦ Wrote JQuery functions to provide animations and dynamic interactions. Skills: Web Development, HTML, CSS, JavaScript, JQuery, XHTML, PhotoShop, DreamWeaver, PC	
EURO RSCG CHICAGO		OCT 2008 TO NOV 2008
Contract Consultant Role Senior Web Developer	<ul style="list-style-type: none">♦ Wrote code and manipulated graphics for website landing pages and HTML emails for Euro RSCG Chicago clients Citigroup, Sprint, and Western Union. Skills: Web/User Interface Development, Technical Documentation, MediaWiki (Wikipedia), HTML, CSS, XHTML, PhotoShop, DreamWeaver, PC/Macintosh	

<p>Industry Systems Integration Professional Services</p> <p>Role Technical Manager Web Developer Project Manager Information Architect</p>	<p>Project Management, Business Analysis, Information Architecture, Web Development, and Technical Engineering projects:</p> <ul style="list-style-type: none"> ◆ Project Manager, Information Architect, Website Developer – SDI Corporate Website Redesign project (http://www.sdienterprises.com). Rollout projected for October 2008. ◆ Website Manager, Chicago Public School (CPS) – Assisted CPS in delivering a new District website, http://www.cps.edu. Worked with ITIL framework to write SLAs and OLAs and define a Service Catalog; wrote process documentation; performed website testing; and provided aid and assistance as needed to get the project delivered. ◆ Designed and developed a new interface for the ProFolio real estate facility information management portal application. (http://www.sdiprofolio.com) ◆ Application Services Team Manager, Department of Aviation (DOA), O'Hare Airport. <ul style="list-style-type: none"> ○ Managed the Application Services Team including performance reviews and general guidance. ○ Project Manager for the development of a mission-critical command center modeled after a Federal Fusion Center. Led a team of 6 individuals with a limited budget and a 4-month window of opportunity to the successful completion of the center. Coordinated outside contractors and city of Chicago trades in the construction aspects of this project. Implemented a custom Wiki built using MediaWiki for the command center. Wrote an HTML and JavaScript port listener tool. ○ Implemented a custom Wiki information database at the DOA for SD.I employees/client modeled after the Wikipedia Web encyclopedia. ◆ Website Developer for the corporate website, sdienterprises.com <p>Skills: Project Management, Business Analysis, Information Architecture, Technical Documentation, Application Development, ITIL, MediaWiki (Wikipedia), HTML, CSS, XHTML, JavaScript, Visio, particleIllusion, HTA, Search Engine Optimization (SEO), Google Analytics</p>
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<p>Industry Managed Services Software Development</p> <p>Role Business Analyst Project Manager UI Developer</p>	<p>Business Analyst/User Interface (UI) Developer/Project Manager for Acquity Group's Commerce OnDemand Managed Services offering.</p> <p>UI Development and/or Project Management for the following Commerce OnDemand clients:</p> <ul style="list-style-type: none"> ◆ Acquity Group company website (www.acquitygroup.com) ◆ Francesca's Collections Online Boutique (www.francescascollections.com) – women's clothing boutique ◆ Burton (store.burton.com) – snowboards and apparel ◆ LeapFrog (store.leapfrog.com) – educational toys ◆ LeapFrog FLY – LeapFrog big kid's educational toys <p>Business Analyst for Commerce OnDemand clients performing information architecture and user documentation:</p> <ul style="list-style-type: none"> ◆ Acquity Group CORE application offering ◆ Rock Bottom Golf <p>Skills: Information Architecture, Project Management, Analysis, Technical Documentation, Development, Blue Martini, Day, HTML, CSS, JavaScript, JSP, SEO</p>
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	<p>Industry Professional Services</p> <p>Role Senior User Interface Developer Webmaster Project Manager</p>	<p>Independent consultant for Pathfinder Associates from Aug 2003 to Aug 2004. Hired fulltime, Aug 2004.</p> <p>Webmaster: For the company website from December 2004 – April 2006. Built and optimized the company website (http://www.pathf.com). Optimized the site so that our listing appeared #1 in search results listings in Google and within the top 20 results on other search engines results listings for several keyword phrases. Wrote ads and managed Google Adwords campaigns. Wrote press releases, technical articles, and white paper.</p> <p>Senior User Interface Developer / Project Manager: Worked on 15 projects across 4 clients (see details below).</p> <p>Skills: User Interface Design/Development, Project Management, XHTML, HTML, DHTML, JavaScript, CSS, HomeSite, PaintShop Pro, Oracle Portal, SEO, Google Analytics, WebTrends</p>
<p>PATHFINDER ASSOCIATES CONSULTING PROJECTS DETAIL (AUG 2003 TO APR 2006)</p>	<p>The Marmon Group <i>2004, 2005, 2006</i></p>	
	<p>Consulting Project Risk Management Questionnaire Intranet</p> <p>Role Project Manager / User Interface Developer</p>	<p>Managed a small project team to design and develop dynamic Risk Management reports and questionnaires on an Intranet. Worked on the initial design and development of the site in 2004 followed by updates and enhancements in 2005 and 2006.</p> <p>Skills: Project Management, User Interface Development, HTML, DHTML, JavaScript, CSS, CSSP, XHTML, HomeSite, MS Project, Change Management</p>
	<p>NORC (National Opinion Research Center) <i>2004, 2005, 2006</i></p>	
	<p>Consulting Project QNEDS Enumeration</p> <p>Role User Interface Developer</p>	<p>Built a browser-based client/server data collection application for the Arab Nation of Qatar to assist in an educational reformation project. Constructed rich client interfaces translated to Arabic. Wrote 10,000+ lines of JavaScript custom functions and DHTML interactions, and table-less page layout of the HTML pages. Wrote code to XHTML standards. Worked on the initial design and development of the application in 2004 followed by updates and enhancements in 2005 and 2006.</p> <p>Skills: User Interface Design/Development, HTML, DHTML, JavaScript, CSS, CSSP, XHTML, HomeSite</p>
	<p>NORC (National Opinion Research Center) <i>2004, 2005, 2006</i></p>	
<p>Consulting Project QNEDS Receipt Control</p> <p>Role Project Manager / User Interface Developer</p>	<p>Wrote a client side JavaScript barcode scanning/interpreting interface and associated application for document tracking for the Arab Nation of Qatar to assist in an educational reformation project. Developed the application in both English and Arabic, the interface scans and interprets 32-40 documents per minute. Managed a small team of 3 developers. Worked on the initial design and development of the application in 2004 followed by updates and enhancements in 2005 and 2006.</p> <p>Skills: Project Management, User Interface Design/Development, HTML, DHTML, JavaScript, CSS, CSSP, XHTML, HomeSite</p>	
<p>NORC (National Opinion Research Center) <i>2004, 2005, 2006</i></p>		
<p>Consulting Project QNEDS Spring CASI</p> <p>Role Project Manager / User Interface Developer</p>	<p>Built the Spring version of a browser-based client/server data collection application for the Arab Nation of Qatar to assist in an educational reformation project. Constructed rich client interfaces translated to Arabic. Wrote JavaScript custom functions and DHTML interactions, and table-less page layout of the HTML pages. Wrote code to XHTML standards. Managed 2 developers. Worked on the initial design and development of the application in 2004 followed by updates and enhancements in 2005 and 2006.</p> <p>Skills: Project Management, User Interface Design/Development, HTML, DHTML, JavaScript, CSS, CSSP, XHTML, HomeSite</p>	

Chicago Sun-Times		2005
Consulting Project Sun-Times.com Role User Interface Developer	Designed and built the Site Registration interface for Sun-Times.com and affiliated Digital Chicago newspapers. Skills: User Interface Design/Development, HTML, DHTML, JavaScript, CSS, CSSP, XHTML, HomeSite	
NORC (National Opinion Research Center)		2004
Consulting Project QNEDS Researcher Portal Role User Interface Developer	Built portlets, HTML pages, and JavaScript utilities to work with Oracle Portal. Skills: Project Management, User Interface Design/Development, HTML, DHTML, JavaScript, CSS, CSSP, XHTML, HomeSite	
LCCT (Lake County Community Trust)		2003
Consulting Project LCCT Website Role Website Developer	Adhering to a strict design, built a website for the Lake County Community Trust (http://www.lakecountycf.org). Utilized HTML and CSS for the site. Skills: User Interface Development, HTML, DHTML, JavaScript, CSS, CSSP, XHTML, HomeSite	

SELF-EMPLOYED (INDEPENDENT CONTRACTOR)

OCT 2002 TO AUG 2004

PATHFINDER ASSOCIATES, LLC		
Industry Web Design/ Development Services Role Contractor	Started August 2003. Hired fulltime by Pathfinder Associates, August 2004. Multiple projects for Pathfinder Associates clients (See details above) as their Senior User Interface Developer.	
MILANO, INC.		
Industry Software Role Technical Consultant	Technical consultant for the development of a web-based project management application. Skills: Development, HTML, CSS	
DEALER TECHNOLOGIES, INC.		
Industry Automotive Role Web Designer/Developer	Designed and developed the Dealer Technologies, Inc. website (http://www.dealertechnologiesinc.com). Skills: Design/Development, HTML, JavaScript, CSS, HomeSite, PaintShop Pro	
RESPIRATORY HEALTH ASSOCIATION OF METROPOLITAN CHICAGO – COWALUNGA BIKE TOUR		JAN 2002 - PRESENT
Industry Non-profit Role	Formerly the American Lung Association of Metropolitan Chicago. Designed and developed the Cowalunga Bike Tour website. Redesign 2008. Added hybrid content management functionality for non-technical users to make	

Volunteer Webmaster	quick updates to the site. Interfaced blogging software with a custom interface to provide a dynamically updatable page requiring no technical knowledge to update.
Web Designer/Developer	Skills: Design/Development, HTML, DHTML, XHTML, JavaScript, CSS, CSSP, HomeSite, PaintShop Pro, Blogger

DIVINE, INC. (FORMERLY WHITTMAN-HART AND MARCHFIRST)

MAY 1995 TO OCT 2002

DIVINE, INC. – CORPORATE **SEP 2001 TO OCT 2002**

Industry Professional Services	Participated strategically in national solution and service offering development teams and marketing planning. Responsible for the development of marketing and sales strategies and materials for divine professional services group offerings and solutions. Aligned with divine's Knowledge Solutions and Technology Infrastructure Services solution areas to provide support to global and regional solutions teams. Also focused on Healthcare industry vertical markets. Provided marketing and sales support in every phase of the solution development process from concept development through field rollout and ongoing support. Drove the development of sales collateral for a total solution package including sales toolkits, case studies, marketing collateral, and other sales enablement components. Developed sales training content.
Role Solution Development Manager	
	Samples available upon request: Case Study – <i>Creating a Highly Usable, Intuitive Online Patient Management Syst...</i> Case Study – <i>Chicago Schools: Planning to Build A Better Workforce</i> Industry Solutions Overview – divine Healthcare Solutions Vertical

DIVINE, INC. – CONSULTING SERVICES **MAY 1995 TO SEP 2001**

Industry Professional Services	Joined Whittman-Hart in May 1995 as a Consultant and worked up to Manager position. In January 2001, Whittman-Hart changed and became marchFIRST and then, in May 2001, marchFIRST was purchased by divine, Inc.
Role Consulting Manager Project Manager	
	Project management, analysis, testing, and application development consulting services in the Client-Server and Web areas for 18 different projects (details in next section). Extremely knowledgeable with a variety of different technologies. Learn new skills quickly and adapt to the role needed for the project. Hands-on experience working in all phases of a software development project. Developed proposals/SOWs to aid new business development.
	Administrative Manager to 11 consultants providing career guidance, performance appraisals, and mentoring.
	To manage the consulting bench, defined the Operations role of Bench Manager and then assumed this position managing the resource pool of eleven diverse consulting teams. There were 50-100+ consultants in the pool at any given time. Coordinated and managed 13 internal projects using this ever-changing resource pool. Also guided individuals from several different teams regarding their careers.
	Developed the first <i>Introduction to HTML and Web Page Design</i> training class for the company to cross-train consultants in new skills. Actively involved in recruiting efforts.

**DIVINE, INC.
CONSULTING
PROJECTS DETAIL
(MAY 1995 TO
SEP 2001)**

iVIEW	
Consulting Project iVIEW Web site	Developed and architected DHTML for the iVIEW site. Wrote HTML, DHTML, and JavaScript to link together and build the front-end website.
Role Web Developer	
	Skills: Development, HTML, DHTML, JavaScript, CSS, HomeSite, Visio

AAR (Allen Aircraft and Radio)	
<p>Consulting Project General Aviation Web Site Technical Integration</p> <p>Role Project Manager / Development Manager</p>	<p>Utilized MS Project to build the project plan for the entire development effort for a team of 12 consultants (Development, Database, Testing, and Creative teams). Managed the Development team (3 consultants) during this effort to integrate a newly designed front-end Web site with an existing backend Oracle database. The Web site was an order entry (shopping cart) and tracking system.</p> <p>Skills: Project Management, Development, MS Project, JavaScript, HTML, DHTML, CSS, ColdFusion, SQL, Oracle, HomeSite</p>
CorSolutions (Ralin Medical)	
<p>Consulting Project CorConnect</p> <p>Role UI Team Developer</p>	<p>CorConnect is a browser-based online patient management system. User Interface (UI) team member responsible for the prototyping, construction, and development of the user interface. The interface portion of the system was constructed using XML, XSL Transformations (XSLT), HTML, CSS, DHTML, and JavaScript. We also utilized heavy DOM (Document Object Model) manipulation using JavaScript.</p> <p>Skills: Development, XML, XSL Transformations (XSLT), HTML, CSS, DHTML, JavaScript, DOM Manipulation, HomeSite</p>
Wm. Wrigley Jr. Company	
<p>Consulting Project Wrigley WIN Intranet</p> <p>Role Designer/Developer</p>	<p>Created the first Intranet site for better internal communications at Wrigley. Responsibilities included designing and mapping out the Intranet site and its navigation; building the pages and content templates using HTML, JavaScript, and CSS; and integrating the site with Percussion Rythmyx content management system (CMS) software and Plumtree syndication gadgets. Created simple graphic elements in PhotoShop.</p> <p>Skills: Development, HTML, JavaScript, CSS, HomeSite, Visio, PhotoShop</p>
Azamba (Tibico)	
<p>Consulting Project Mercury System</p> <p>Role Senior System Analyst</p>	<p>Worked closely with the Azamba Executive management team to define all of the requirements for the Inception Phase of this project to design a Web-based Professional Services Automation system. Azamba was a dot com Application Service Provider (ASP). The project followed the Rational Unified Process (RUP) methodology to create deliverables which included the heavy use of Use Cases and UML to document application requirements.</p> <p>Skills: Systems Analysis, Visio, Use Cases, RUP</p>
marchFIRST, Operations	
<p>Internal Project Operations Management</p> <p>Role Bench Manager</p>	<p>Analyzed current business processes for managing 11 different teams and then reengineered those processes to a single more efficient, unified process and management approach. This new process was then implemented and delivered as a standard operating practice within marchFIRST. Managed a varying pool of resources that ranged from 50–100+ consultants with skills across the 11 technology teams. Coordinated and supervised work done on 13 internal projects using resources from the pool. Designed and implemented a Lotus Notes information tracking and resource database system. Developed interfaces in Lotus Notes to enhance the resource database.</p> <p>Skills: Project and Operations Management, Business Analysis, Development, MS Project, Lotus Notes/LotusScript, Visio</p>

marchFIRST, Education and Training

<p>Internal Project Introduction to HTML and Web Page Design Training Class</p> <p>Roles Courseware Designer Instructor</p>	<p>Created the courseware for the <i>Introduction to HTML and Web Page Design</i> class to cross-train consultants. Taught the class monthly with class sizes ranging from 30-55 students per class. This class was modified and formatted so it could be taught in three different formats of various time lengths. Taught this class 9 times in 2000 to over 300 colleagues.</p> <p>Skills: Courseware Design, Training, HTML, CSS, Web Design, PaintShop Pro, GIF Animation, FTP</p>
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City of Chicago Education System

<p>Consulting Project 5-Year Strategic Technology Integration Plan</p> <p>Role Lead Analyst Business Strategy</p>	<p>Team Lead spearheading the analysis for one of three key organizations of Chicago's education system – The City Colleges of Chicago – for the development of the MCTA (Mayor's Council of Technology Advisors) 5-Year Strategic Technology Integration Plan. The key organizations covered by the plan were The City Colleges of Chicago, Chicago Public Schools, and the Chicago parochial schools. The team interviewed key personnel in all of the organizations to gather data, analyzed the Current State of the education system, developed the Future State view, provided recommendations as to initiatives that could bring the separate organizations to the Future State, created a communications plan for the city, and developed a 5-year plan for implementing the recommended changes. Funding for the plan was to come from the mayor's office. Mayor Daley announced the plan in a press conference with the then President of the United States, Bill Clinton.</p> <p>Skills: Strategy, Business Analysis, Visio</p>
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Waste Management (WMX)

<p>Consulting Project Application Support, Knowledge Transfer</p> <p>Roles Project Manager Team Lead – PC Applications Team Lead – ChemWaste</p>	<p>Managed the knowledge transfer of two distinct projects during a company reorganization. Waste Management (WMX) was purchased by Houston-based USA Waste. The overall project was to transfer knowledge of each of the Chicago WMX applications to our team and then transition the applications and knowledge to the new Houston team.</p> <p>Team Lead for two sub-projects of the overall Knowledge Transfer project. The first project was a four application system written in Visual Basic which provided data management services from the AS400 to the PC. Managed one consultant for this project. The second project was a single application written in Advanced Revelation and R/Basic. Managed two consultants for this effort. For both of these projects, the team was required to acquire a complete understanding of the WMX applications in order to provide level 2 technical support, perform further development, document the systems, and train and transition the knowledge to the Houston team.</p> <p>Skills: Project Management, Business Analysis, Development, MS Project, Visual Basic, Visio, Advanced Revelation, R/Basic</p>
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Ameritech IIS (Information Industry Services)

<p>Consulting Project MOR/Tel GUI</p> <p>Role Systems Analyst</p>	<p>Reverse engineered a previously undocumented PowerBuilder GUI application using data gathering and interviewing techniques to understand the system. Then, using data flow diagrams, context diagrams, functional decomposition diagrams, and process specifications, the system processes were mapped and explained for future analysis, development, and training.</p> <p>Skills: Systems Analysis, Process Modeling, Visio</p>
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Ameritech IIS (Information Industry Services)	
<p>Consulting Project MOR and MOR/Tel GUI System Requirements Team</p> <p>Role System Requirements Analyst</p>	<p>As a System Requirements Analyst, responsible for developing systems requirement documents to support enhancements and changes to a batch processing system written in C++ (MOR) and to a GUI system (MOR/Tel) written in PowerBuilder. In addition, developed business requirements documentation as required helping support the Business Requirements team.</p> <p>Skills: Systems Analysis, Visio, EDI</p>
Ameritech IIS (Information Industry Services)	
<p>Consulting Project MOR/Tel Database Architecture</p> <p>Role Data Architecture Team Lead</p>	<p>As Data Architecture (DA) Team Lead, responsible for coordinating all activities of the DA team with the other teams on the project. Utilized skills in data modeling and database design to reverse engineer a physical database to build a logical model of the data using Erwin/ERX. Further work was done to provide modeling in Erwin/ERX for enhancements and improvements to the system.</p> <p>Skills: Logical and Physical Data Modeling, Erwin/ERX, Sybase, Management</p>
Ameritech IIS (Information Industry Services)	
<p>Consulting Project MOR/Tel Database Triggers</p> <p>Role Analysis and Design</p>	<p>Analyzed a critical system database and provided detailed documentation and a rewrite of the database update triggers to better enforce business rules from the database level.</p> <p>Skills: Analysis, Design, Sybase</p>
Ameritech IIS (Information Industry Services)	
<p>Consulting Project Mechanized Order Receipt (MOR)</p> <p>Role Systems Analyst</p>	<p>Reverse engineered a previously undocumented EDI batch processing system written in C++ using data gathering and interviewing skills to understand the system. Then, using data flow diagrams, context diagrams, functional decomposition diagrams, and process specifications, the system processes were mapped and explained for future analysis and development. In addition, presented a high-level overview to Ameritech senior management to explain some of the technical details of the system.</p> <p>Skills: Systems Analysis, Visio</p>
ABN AMRO	
<p>Consulting Project LEAP</p> <p>Role Integration Testing Team Lead/Manager</p>	<p>This project was a platform automation system developed to help bank personnel sell banking products and services to existing and potential customers. The platform automation system is a GUI client/server application that seamlessly integrates multiple different platform host servers into one system using Olivetti Mosaic O.A. (Open Architecture) on a Windows NT platform. As part of the Integration Testing Team, helped organize and define testing methodology taking the project from a character-based to a GUI-based way of thinking for the testing. Provided all phases of testing, validation, planning, estimating, and documentation for the project. Performed a hands-on automated software testing tools evaluation and submitted a formal recommendation.</p> <p>Skills: Management, Manual and Automated Testing, Mercury WinRunner, SQA TeamTest, Segue QA Partner, Windows NT</p>

Waste Management Recycling

Consulting Project
Commodity Tracking
System (CTS)

Roles
Application Developer
Network Engineer

The project provided a systems solution to aid the centralized business function that markets all the recycling commodities Waste Management produces nationwide. The architecture for this multi-application Client/Server project included Visual Basic programming of a screen scrape application accessing an AS/400 system using Rumba Tools for Visual Basic. Other supporting applications involved Visual Basic programs using Access databases, ODBC access of AS/400 data, Crystal Reports, executive reports using the Pilot LightShip Executive Information System (EIS) tool, and Visual Basic direct access of the AS/400 via API calls.

Additional responsibilities included PC configuration and connectivity to the local area network (LAN), wide area network (WAN), and AS/400; writing software installation scripts using Wise Installation System; providing technical support; performing software evaluations and providing recommendations; and producing technical documentation and instruction materials. Some of the applications involved were the Commodity Tracking System (CTS), a scheduling tool, a windows-based automated software update utility (this tool used the AS/400 to store PC application updates and links between the PC and AS/400 to update the client-side PC software behind-the-scenes), and a customer profile system. Acted in the role of the only PC resource for programming and network connectivity on this project.

Skills: Development, Networking, Visual Basic, SQL, Access, Crystal Reports, Rumba Tools for Visual Basic, WISE Installation System, Visio, PaintShop Pro, Windows 3.x/95, AS/400, PC Support, Netsoft, Rumba, Novell, ODBC

HealthCare Compare

Consulting Project
IMPACT

Roles
Application
Architecture and
Development

Developed the first working GUPTA SQLWindows navigational prototype of the IMPACT system. IMPACT is used to track incoming communications from clients, patients, or medical service providers and maintain historical data of all activities that occurred while the communication lasted. All activities were maintained in Ingres databases on a VAX system via SQL.

In addition to building the prototype, responsible for helping to design and develop the final system. Using an object-oriented approach and the SQLWindows tool and language, created the base class hierarchy libraries and custom objects for development of the remaining modules in the system. Responsible for maintaining the original working prototype as a separate entity for demonstrations and presentations while development continued on the rest of the system using the new architecture.

Skills: Development, GUPTA SQLWindows, SQL, Ingres, OOD/OOP

Peterson Consulting

Consulting Project
LPRS (London
Pollution Reserve
System)

Role
Application Developer

Primary developer during the final stages of the development of a \$1 million per installation international Client/Server pollution insurance policy and claims tracking and reporting system written with GUPTA SQLWindows using SQLBase databases. It was the only program in the pollution insurance industry that had been able to accurately calculate insurance allocations automatically. Responsible for all new development to the system as well as maintenance of the existing code. Using complex SQL, SQLWindows code, and the external interface programs, reports were created with GUPTA's ReportWindows tool. Worked closely with internal staff to develop better problem and enhancement tracking methods and offered many ideas and suggestions to improve the functionality of the software. Responsible for documenting technical aspects of the system as well as providing technical support during the release of the software.

Skills: Development, GUPTA SQLWindows, SQL, SQLBase, ReportWindows

SYSTEM SOFTWARE ASSOCIATES (SSA)**FEB 1994 TO MAY 1995**

Industry
Software
Development**Role**
Technical Consultant,
Market Development

Created AS/400 AS/SET ADK (Application Development Kit) programs. Evaluated AS/400-based source code compare and merge tool. Software Engineer on the first BPCS for Windows development team. Researched, evaluated, and recommended new software products for the company. Programmed InstallSHIELD Windows installations for SSA products. Performed a hands-on automated software testing tools evaluation for PC and AS/400. Produced test plans and performed both manual and automated testing of several products. Created and taught a 4-day VISION:Flashpoint (AS/400 screen scrape development tool), later renamed AS/SET GDT, fundamentals and development training course. Wrote, edited, and produced technical manuals, tutorials, reference materials, and presentations. Added over 200 new pages of product enhancement and procedural documentation into the AS/SET GDT online help system using RoboHelp. Provided technical support and training for the AS/SET GDT, Segue QA Partner, and AS/Vision tools. Created computer graphics, presentations, and illustrations as needed to support SSA projects.

Skills: Development, Analysis, Testing, AS/400, AS/SET, InstallSHIELD, RoboHelp, Visio, PaintShop Pro, Mercury WinRunner, Segue QA Partner, SQA TeamTest, AutoTester, CorelDraw, Netsoft

AMES SUPPLY COMPANY**MAR 1990 TO FEB 1994**

Industry
Manufacturer/
Distributor**Roles**
Database Programmer
BBS System Operator
Marketing/
Communications
Assistant Manager

Simultaneously performed multiple roles for this company.

Database Programmer: Wrote and maintained dBase applications for data analysis and report generation. Instrumental in installing this company's first LAN and provided technical support for all PCs and sales force. Managed and analyzed the primary informational, marketing, and statistical databases. Configured laptop computers with fail safe's and security features for the outside sales force.

BBS (Bulletin Board System) System Operator: Evaluated, recommended, designed, and implemented a complete interactive eSoft TBBS (The Bread Board System) bulletin board system for use by customers and the outside sales force. Pre-World Wide Web.

Marketing/Communications Assistant Manager: Wrote, edited, designed, and/or produced fliers, catalogs, brochures, newsletters, presentations, and handbooks in order to increase sales and company awareness using desktop publishing and graphics tools. Modernized label designs for a line of chemicals and saved the company printing costs and production time with the more efficient use of materials and resources. Created computer graphics for presentations, slide shows, product packaging and illustrations. Managed the department and new projects for 6 months after supervisor left the company.

Skills: Management, Writing, Marketing, Desktop Publishing, dBase, PageMaker, Persuasion, CorelDraw, TBBS, LANtastic

PROFESSIONAL DEVELOPMENT / CONTINUING EDUCATION	<p>Serena Collage Advanced Tips and Tricks, 2006 Serena TeamTrack Administrator Training, PCCTI, 2005 Serena TeamTrack Sales Training, 2005 Hands-On Java Programming, Learning Tree International, 2005 Overview of .NET and C# for IT Professionals, Illinois Institute of Technology, 2003 Introduction to Programming with the ModularIS Enterprise Framework, ModularIS, 2002 Took classes towards a Master's degree in Business Administration with a focus on Technology Management (MBA/TM), University of Phoenix, 2000 (Did not complete the degree program. GPA: 4.0) Internet Application Design/Use Cases: marchFIRST Chicago Style, marchFIRST, 2000 Introduction to XML, marchFIRST, 2000 The New BASE for Business Development, Acclivus Corporation, 1999 Project Management Fundamentals, PMT, Inc., 1999 Introduction to EDI/Electronic Commerce, Whittman-Hart, 1998 Information Systems Project Management, American Management Association, 1998 Introduction to Data Modeling and Database Design Using Erwin, LogicWorks, 1997 Systems Analysis & Design for Information and Business Professionals, American Management Assoc., 1997 Visual Basic 4.0 Fundamentals, Metamor Technologies, 1996 Programming with AS/SET ADK, System Software Associates, 1994 Introduction to C Programming, College of DuPage, 1993 (Grade: A) Assembly Language Programming, College of DuPage, 1993 (Grade: A)</p>		
EDUCATION	<p>Bachelor's degree in Journalism with a minor in Business Administration, emphases in Public Relations/Photojournalism from Northern Illinois University, December 1989</p>		
TRAVEL AVAILABILITY	<p>0 – 10%</p>		
RELOCATION	<p>Not at this time.</p>		
ASSOCIATIONS/ AFFILIATIONS	<p>Committee Member/Wreath Chairman, Boy Scouts of America Troop 496, Schaumburg, Illinois (March 2008 – Present) Executive Officer, Board of Directors, NIU Huskie Marching Band Alumni Council (December 2006 – Present) Treasurer, Boy Scouts of America Troop 62, Villa Park, Illinois (May 2006 – March 2008)</p>		
WEBSITES / OTHER EXPERIENCE	<p>Webmaster/Designer, Clan Homecoming USA (www.clanhomecomingusa.com), November 2008 - Present Webmaster/Designer/Information Architecture, FerGedAboutIt Vineyard and Winery, (www.fergedaboutit.com), January 2008 - Present Webmaster/Website Designer, NIU Huskie Alumni Marching Band (www.niu.edu/huskiemarchingbandalumniCouncil), December 2006 - Present Webmaster/Website Designer, Boy Scouts of America Troop 62 (www.t62.org), May 2006 – March 2008 Webmaster/Website Designer/Digital Marketing, C.B.S. Messenger, Inc. (www.cbsmessenger.com), July 2006 – Present Webmaster/Website Designer, Respiratory Health Association of Metropolitan Chicago CowalUNGa Bike Tour (www.cowalunga.com), January 2002 – Present Webmaster/Website Designer, Woj's Twisted World (www.wojzworld.com), 1996-Present Barista, Starbucks Corporation, February 2003 – July 2004</p>		
LANGUAGES	Language/Skill	Years Experience	Last Used
	HTML	12+ years	Current
	JavaScript / DHTML / DOM Manipulation	12+ years	Current
	XHTML	5+ years	Current
	SEO (Search Engine Optimization)	5 years	Current
	CSS	8+ years	Current
	ASP	6 months	Current
	ITIL	4 months	Current
	JSP	2 years	2006
	Google Analytics	2 years	Current

WebTrends Analytics	1 year	2006
Java	Training only	2005
XSL	1 year	2001
SQL	7 years	2002
Visual Basic 4	2 years	1998
Advanced Revelation, R/Basic	6 months	1998
GUPTA SQLWindows	1 year	1996
AS/SET Case Tool (AS/400), RPG	6 months	1995
Lotus Notes/LotusScript	6 months	2000
ColdFusion	3 months	2001
