
Objective: Information Systems Software Engineering

I maintain a passion for quality software craftsmanship, high ethical standards, and blue collar work ethics as an information systems developer.

Notable Achievements: Lead in the development and maintenance of all student related software applications and databases at East Tennessee State University since 2010.

Professional Experience

Systems Analyst 3, East Tennessee State University 10/2010 – Present

- Serves as the leader of multiple web development projects, as the technical lead for several Banner/ERP committees, as the lead for other purchased software, and as the lead for other projects as determined necessary by the Director of Information Systems.
- Prioritizes and performs multiple concurrent projects, and allocates programming staff as needed.
- Facilitates all phases of the software development process, including requirements gathering, design, implementation, testing, release and maintenance.

Programmer / Systems Analyst 2, East Tennessee State University 08/2009 – 10/2010

- Development, testing, and maintenance of university-wide desktop applications, web-based applications, and databases, in UNIX and Microsoft environments.
- Provided support, training, and documentation for users of diverse backgrounds and skill levels.

Internship and Graduate Assistantship, East Tennessee State University 01/2008 – 08/2009

- Development, testing, and maintenance of university-wide web forms.
- Configured the Student CAPP module of Sungard Banner ERP.
- Created reports for functional users using Oracle Discoverer.

Field Service Technician, QualxServ Inc. 04/2005 – 07/2007

- On-Site service for Dell, IBM, and Sony; Servers, workstations, and laptops
- Consistent “Excellent” customer service rating (CE 90%+)

Technical Skills

SunGard Banner: Oracle: PL-SQL, Pro*C, UNIX, Linux
Microsoft: .NET (VB, C#, ASP, MVC, LINQ), SQL Server
Web: PHP, JavaScript (AJAX/JQuery/JSON), CSS, XHTML
Other: OOP, Java, XML, MySQL
Certifications: Dell Certified Systems Engineer (DCSE), IBM Field Service Certified, CompTIA A+

- Knowledge of relational database and object-oriented concepts.
- Ability to create and support existing SQL code and schemas, stored procedures, functions, triggers, and other relational database structures.
- Knowledge of web servers, security, and network performance.
- Ability to configure production web servers and relational database servers.

Soft Skills

- Ability to think clearly, creatively, and logically.
- Knowledge of the procedures and processes involved in university administration.
- Ability to describe university processes in a computer-technical manner to computer programmers.
- Ability to organize and present technical information to both technical and non-technical personnel in meetings.
- Detail-oriented and accurate when dealing with large amounts of data.
- Ability to both lead and participate in team decision-making processes.
- The ability to lead training sessions when required.
- Ability to enhance and promote interpersonal relationships, oral communication, teamwork, and problem-solving.
- Ability to prioritize and perform multiple, concurrent and sometimes unrelated projects and allocate programming staff as needed.

Formal Education

MS in Computer Science

(Expected) 2012 - GPA: 3.7

Thesis: "Comparison of Leading Open Source OLAP Tools"

Concentration: **Information Technology**

East Tennessee State University (ETSU), Johnson City TN

Accredited by the Computing Accreditation Commission of ABET

Selected Courses: Software Design, ERP Integration, Information Security, Computer Law

BS in Computer Science

2008 - GPA: 3.4

Concentration: **Information Technology**

East Tennessee State University (ETSU), Johnson City TN

Accredited by the Computing Accreditation Commission of ABET

Selected Courses: Advanced Database Design, Software Engineering, Java Programming for Programmers

AS in Network Engineering

2003 - GPA: 3.4

Hesser College (HC), Manchester NH

Accredited by the New England Association of Schools and Colleges

Selected Courses: Designing and Implementing Win2K Server and IIS, Network Administration

Oliver Ames High School, North Easton MA

Extracurricular Activities and Community Involvement

Upsilon Pi Epsilon (UPE) - Computer Science Honor Society

Association for Computing Machinery (ACM) Member

Institute of Electrical and Electronics Engineers (IEEE) Member

Assistant Scoutmaster, Boy Scouts of America (BSA) and over 15 years of related community service

American Red Cross Blood Donor and Feed the Children sponsor