

Education

Bachelor of Arts: Computer Science. Indiana University -- Concentrations in information systems design and technical writing. Two additional years spent as Business/Finance Major.

Employment History

Summary

25 Years Total Experience

BA/PM: 10 years
Developer: 10 years
Network Admin: 5 Years

8 years management
5 years consulting
4 years entrepreneur

Tools

MS Office, Visio, Balsamiq,
Confluence, Jira,
Adometry, Omniture,
Google Analytics,
Microsoft Project,
SharePoint

Languages

C#, C++, Visual Basic, ASP,
PHP, AutoIT, HTML,
JavaScript, Ruby, Gherkin

Servers / Platforms

SQL, Access, JQuery, Ajax,
MySQL, FoxPro, IIS,
COM/MTS, Rails,
Cucumber

Vertical Industries

Healthcare/Insurance,
CRM/Salesforce
Automation, Government,
Entertainment, Printing,
Social Media, SEO,
Marketing/Advertising,
Education, Custom
Software Development

May 2017 to Present

Theoris IT Services. Indianapolis, Indiana

Technical Business Analyst (Contract Position)

- Converted, scrubbed, and migrated data from ABB Ellipse ERP to new Microsoft Dynamics AX implementation.
- Recommended improvements to business processes associated with new ERP. Formalized and documented existing business processes.
- Provide post-implementation support for all departments within the organization.

March 2015 to February 2017

Key Benefit Administrators. Indianapolis, Indiana

Technical Business Analyst

- Assisted in creation/establishment of new PMO department.
- Worked closely with business owners and architect to document project requirements and evaluate/recommend solutions.
- Performed cost/benefit analyses on all project requests for presentation to senior management.

February 2013 to January 2015

Quest Information Systems. Indianapolis, Indiana

Business Analyst / Project Manager

- Document business and technical requirements for projects. Work with developers to design/recommend solutions that meet all requirements. Suggest design changes to accommodate requirements when applicable.
- Key member of project to design and build website and mobile app for the State of Indiana's voter registration system.
- Key member of team to evaluate, implement, and verify electronic poll books at multiple Indiana voting centers. Assisted with design of integration system with existing voter registration software.

June 2012 to January 2013

Galvin Technologies. Indianapolis, Indiana

Business Analyst, Support Manager, Internet Marketing Specialist

- Elicited project requirements using interviews, document analysis, surveys, site visits, process flow modeling, and use cases. Work with developers to design/recommend solution that meets all requirements.
- Provided monthly SEO analyses and web traffic reports to select clients. Evaluated current content marketing strategies and recommended changes.
- Maintained client social presence on websites and social networks via ghost blog posts, social media posts, press releases, forum participation, and blog commenting on related sites.
- Managed all customer support calls and client relationships. Coordinated all support-related projects through development and implementation.

June 2011 to April 2012

ChaCha Search, Inc. Carmel, Indiana

Technical Business Analyst

- Worked with the product manager or project sponsor to document the product's vision and the project's scope. Wrote requirements specifications according to test-driven and behavior-driven (TDD / BDD) development standards using Cucumber / Gherkin.
- Research, evaluate, and recommend any additional technical tools required to meet business goals.
- Key member of Powered By/Widget development team in design and specification of a portable applet for partner web sites.
- Served as key member of the implementation and quality team in support of ChaCha's integration with Dextera's IRIS Android application. Made recommendations to content and engineering teams to improve performance and raise quality to meet user and business expectations.
- Managed affiliate traffic quality and made recommendations for site optimization and business process changes using metrics and thresholds taken from Adometry and Ominture for a ComScore Top 50 web site.

August 2006 to June 2011

The Jackson Group - Marketing Communications. Indianapolis, Indiana

Business Analyst / Project Manager, Technical Services Manager

- Worked directly with clients during discovery phase of projects. Performed requirements gathering and workflow analysis. Set expectations and metrics for success criteria. Produced all design artifacts.
- Designed and built a web-based ticketing application that stores event and venue details, tracks tickets sales and seat assignments, generates event management reports, and integrates with existing ecommerce site.
- Managed a staff of AS-400 operators, network analysts, and help desk technicians.
- Worked with QSA and security consultants and led technical team to bring physical network and internal processes into compliance with PCI Level One specifications.
- Administered and maintained a 30-server network and a hybrid Cisco/Nortel routing and switching environment providing data services to thousands of ecommerce users across two-dozen stores.

May 2002 to August 2006

The 2MI Group – Custom Software Development. Columbus, Indiana.

IT Manager / Co-Owner

- Provided overall technical vision and strategy for a small startup company.
- Managed on-site and off-shore development teams.
- Designed and managed development of a criminal case management system for a major metropolitan drug taskforce in the state of Indiana.
- Designed and built web-based business management suite including calendar, contact management, marketing and salesforce automation, and project management tools.
- Key developer in project to build a web-based sales quote management system for a large nation-wide marketing company. System tracks proposals through the sales cycle, computes discounts, notifies managers when approvals are required, and integrates with Salesforce.com.

May 2001 to May 2004

Integrated Network Strategies – IT Consulting. Carmel, Indiana
Consultant

- Designed and built time tracking and priority management software for national service organization.
- Designed and built open house web site for large realty organization.
- Designed and built on-line registration system for two local sports organizations.
- Designed and built custom functionality for IAS Visual AccountMate systems used by two local manufacturing companies.

May 1999 to May 2001

ConTech, Inc. – Remote Systems Management. Carmel, Indiana
Systems/Network Analyst

- Responsible for all internal computer and network operations for company.
- Designed and developed in-house CRM, financial, and business management systems.
- Implemented and administered Unicenter AHD help desk system for call center and integration with in-house business management software.

February 1998 to April 1999

Suburban Health Organization – Physician Organization. Indianapolis, Indiana
Systems/Network Analyst

- Administered three-site WAN and dedicated connections to partner hospital organizations.
- Helped to implement and integrate EDI system with existing data warehouse.
- Developed ad-hoc reporting and analysis tools as needed.

February 1996 to January 1998

Community Hospitals Indianapolis -- Indianapolis, Indiana
Server Support Analyst

- Administered four-server network and provided desktop support for 125 users.
- Administered departmental data warehouse.

September 1992 to February 1996

SayTech Corporation – Interactive Educational Software. Indianapolis, Indiana
Software Developer

- Designed and developed remote multimedia training and presentation system used by over a dozen local schools.
- Served as technical contact during all phases of the sales cycle, and provided post-sales technical support.