Robert W. Betz

Mr. Betz is a Senior Business Systems Analyst/Developer with over 25 years of IT consulting experience in a wide variety of businesses and technical environments.

Past positions include: Director of MIS, System Analyst, Business Analyst, Webmaster, Project Leader, Program Design, Programming, Test Planning, and Testing.

Environments include Mainframe, Server, and PC; Internet/Website Development, Networks, Client-Server, and batch processing.

This extensive experience translates to using both traditional industry standards and adapting to an organization's propriety concepts, techniques, and standards.

Education

BSBA, Babson College, 1971	**NASD Series 7 Broker License**
CICS Design and Programming	**IMS** Design

Software Experience

IBM	MS	Internet	DEC	Various
COBOL/CICS/JCL	XP/PRO/WIN7	xHTML/CSS	VAX/VMS	Basic/BBX
JES3/PROCS/CLIST	VB/VBA/VBScript	LAN/WAN-TCP/IP	COBOL/Basic	EDI/POS
IMS/VSAM/DB2	Access/SQL Server	FTP/VPN	RMS/RDB/DCL	SQL/MySQL
z-OS/MVS/VS2	VB.net/ASP.net/ADO.net	JavaScript	FMS/CMS/DTM	Oracle 11g
TSO/ISPF/Panvalet	IIS 6,7,10/Exchange	JOOMLA	System 20	PL/SQL
Easytrieve/FTF/FTE	SBS 2000/2003/2008	Apache	System Services	Flash
Intertest/Endevor	Visio/VSS/Word/Excel	Router/Netopia		ScanMaster
Expediter	Visual Studio			

Experience Summary

- Business Analyst / Systems Analysis
- All phases of SDLC
- Excellent Verbal, and Written Communications
- Project Leader Role & Manager, 12 Employees
- Small Business Owner, Fluent Business Parlance

- Insurance, Finance, Distribution
- Authored FSRs, RFPs, System Design
- Internet, On-Line, And Batch Environments
- POS And EDI Design, Configure, Installation
- Medicaid Management Information System

Experience

Remodel House, 11/2016-07/2017
1495 Pebblestone Way, Sacramento, CA 95833
- Successful and profitable remodel project, 50%+ profit based on purchase price
- Performed almost all work including carpentry, electrical, plumbing, sheetrock, taping, wall texture, painting, floor and wall tiling, custom bathroom vanity, custom kitchen cabinets, custom frameless glass shower door, laminate flooring, concrete, install hot tub, new garage door, landscaping, irrigation
- http://VisittheWeb.com/37

CA Department of Insurance (CDI), 08/2015-10/2016
Business Systems Analyst
- Authored multiple Business Process Analysis Documents for department branches, bureaus and sections, e.g., Accounting, Procurement, Asset Management, Budgets
- Create Vizio process flow models as an integral component of the Business Process Analysis
- Successfully utilized Insurance Department propriety format, BPAD, Business Process Analysis Document, to document business process for various branches, bureaus, and sections

- Documented business processes per requirements for the Fi$Cal project
- Research Department archives and documentation
- Interviews and JAD sessions with bureau chiefs, information officers, accounting officers, buyers, managers, and ITD staff to develop Business Process documentation
- Create templates for Department project to classify Department data for security and privacy
- MS-SQL and MS Access database technical analysis for both Business Process Analysis and Data Classification
- MS-ACCESS, Excel/macros/VBA, Word, Visio, SCRUM

Blue Shield of California (BSC), 06/2015 – 07/2015
Business Systems Analyst
- Co-developed MS ACCESS application to track and verify results of creating transaction files to load and populate the newly acquired website, Benefit Focus ™
- Application had both standard and on-demand cascading style queries and reports
- Dynamically built SQL statements where ACCESS utilized as front end to large complex Oracle 11 database, FACETS
- Developed MS ACCESS application to load complex XML transaction files into tables with query and reporting on the results on the imported data
- MS-ACCESS, Oracle 11g, SQL Developer, Oracle PL/SQL, FACETS, SCRUM

CA Department of Health Care Services (DHCS), 12/2014 – 03/2015
HEMI Interface Covered California Web Application to MEDS
Business and System Analyst / Programmer Analyst
- Performed analysis to develop business rules to replace existing legacy COBOL and Assembler programs that establish new statewide benefit eligibility.
- Authored business rules by reverse engineering legacy mainframe programs combined with legacy systems documentation
- Performed COBOL programming for changes to CICS programs. Supported multiple environment daily batch cycles
- Performed system analysis to author new documentation for supporting the daily batch cycles
- COBOL, JCL, PROCS, DB2, VSAM, ESP, Changeman, TSO, ISPF, SOAPUI, QMF, SCRUM

Blue Shield of California (BSC), 06/2014 – 12/2014
Benefit Focus (TM) Integrated Website
Business System Analyst
- Performed Business Analysis and System Analysis of multiple mapping and business process documents for data sourcing and high-level ETL specifications of Blue Shield data needed to populate a new website acquired from Benefit Focus. The new website provides both sales prospecting and maintenance of employer group, plan and member data and will be accessed by group and HR managers, brokers, agents, and group members. The majority of the target Benefit Focus data resides in a large and complex database, Facets by Trizetto. (Oracle 11g, with 1300+ tables and 21000+ data fields.) Other remaining source data is contained in both custom applications and various packages
- Performed impact assessment, elicited and managed business requirements, business analysis, system analysis to populate new website with multiple source legacy system data
- Proposed initial and needed follow-up discovery and JAD sessions for Impact assessment, business requirements, business analysis, and system analysis
- Created system design meeting, discovery meeting, and JAD session summaries and action points
- Created mapping documents tracing source legacy data to location and functionality in new website
- Located, inventoried, and assembled relevant existing documentation in a public project documentation repository. When no existing documentation was available, created ad-hoc documentation by analysis and reverse engineering. Project deliverables from vendor had relevant sections for modeling and assessment.
- Worked with Blue Shield of California Subject Matter Experts, technical staff, and Benefit Focus installment personnel in planning, discovery, and JAD sessions. Was the lead for the containers for which he was mapping. For the sessions for the other containers, attended to both obtain and provide data related my areas. The mapping deliverable format required planning and analysis sessions with both technical staff and fellow co-worker associate Analysts.

- Created mapping documents and requirements traceability matrix that addressed functional specifications and functional requirements supplied from the website vendor
- Attended JAD sessions (both full project scope and specific areas) where stakeholders presented specific requirements. The mapping documents deliverables had columns to address resulting stakeholder requirements published from the above JAD sessions. Led of JAD sessions and Subject Matter Expert meetings for specific areas
- All JAD session summaries, distribution of vendor documents, and distribution of work-in-progress project deliverables were distributed via designated email lists.
- Cross-referenced vendor-supplied requirements and specifications, and stakeholder requirements in the mapping documents to provide the input to larger project-wide requirements traceability matrix
- Maintained all documents and project artifacts in SharePoint. Created the folders, parameters, and hierarchy for vendor documents and mapping deliverables
- Identified risks and open questions maintained in SharePoint
- Catalogued existing workflow artifacts in SharePoint. Developed work-in-progress workflows as processes to maintain source data needed for mapping
- The mapping deliverable documents written by Mr. Betz had both technical and non-technical content. Technical content included basic information such data element format and more advanced information such as logic procedures.
- This phase of the project addressed primarily Business Rule Definition documents that addressed how Blue Shield legacy data would be mapped to the newly acquired website package. There was heavy emphasis on discovery and planning.
- Oracle 11g, SQL Developer, Oracle PL/SQL, MS Access 2007, MS Visio, MS Word, MS Excel, SCRUM

California Medi-Cal (IBM), 01/2011 – 06/2014
System Analysis / Application Development
Worked on multiple projects for major changes to existing legacy applications and development of new applications. This is a very large complex operation, processing 1,000,000 claims per day, requiring precision results, exacting security to HIPAA standards, and interfacing with California Department of Health Services oversight personnel for planning and project approvals.
- Performed impact assessment, system analysis, system design, technical design, programming and multi-levels of testing for CMS required updates to multiple real-time web-based applications
- Performed Business Analysis Impact assessment application changes proposal to project partner, Xerox, and client DHCS for JAD session agenda and specification document deliverable content
- Performed Business Analysis, System Analysis, System Design JAD sessions, and provided written clarification requests to project partner, Xerox, and client DHCS for requirements and analysis definitions. Created system design meeting, JAD session summaries, and action points. Incorporate summaries and findings into project deliverable documents
- Created requirements traceability matrix for all test conditions to analysis and design documents
- Performed Impact assessment, system analysis, system design, technical design, programming and multi-levels of testing for CMS required updates to multiple real-time web-based applications. Authored relevant sections of the project design documents, Specifications Functional Design and Technical System Design. Authored Test Plans, created test scripts and test data, conducted unit test, unit integration test and systems test, supported UAT testing by an independent testing organization, CGI. Authored relevant sections of master Turnover Plan to implement changes into production.
- Located, inventoried, and assembled relevant existing documentation in public project documentation repository. When no existing documentation was available, created documentation by analysis and reverse engineering. Project deliverables had relevant sections for modeling and data mart.
- Created business rules for the sourcing of Blue Shield legacy data to the target data structures of the new website
- All enhancement projects followed the traditional SDLC with the exception of a modified requirements definition. The requirements were mandatory CMS changes where Medicaid benefits were administered. The steps utilized were: Specifications Functional Design, Technical System Design, development and programming, unit test, unit integration test and systems test, and implement changes into production.
- All projects utilized IBM Clear Quest and Rationale to track and manage requirements as documented in the project requirements traceability matrix, peer reviews, and documenting test results
- Utilized SharePoint for all projects to store project documents and artifacts
- Used client proprietary document formats: Specifications Functional Design, Technical System Design, documentation comment sections in program modules and other objects, all changes in program modules and other objects documented with start-stop delineations, Test Plan spread sheets, requirements traceability matrix spread sheets, and Implementation Plan document.

- Attended JAD sessions that were out of Mr. Betz' specific areas where he could interject relevant information and obtain relevant information for his specific areas. Led JAD sessions for specific areas attended by project partner personnel from Xerox and client personnel from DHCS
- All major projects and System Development Notices and Operations Instruction Letters followed industry standards and best practices SDLC format with the exception of the initial requirements section. This was due to CMS issuing mandatory requirements both specific and in guidelines. Therefore, the requirements were not specifically defined by Mr. Betz' team. The requirements were refined and addressed as opposed to being created based on business objectives and goals.
- Provided ICD-10 Impact Assessment, Business and System Analysis, System Functional Design deliverable document and Technical System Design deliverable document, programming, multiple phases of QA and testing. Created Test Plans, test scripts, and test data for Unit Test, Unit Integration Test, System Test and support User Acceptance Testing. Analysis, design, programming, and testing were documented with end-to-end requirements traceability matrix and documented and tracked with IBM Rational and Clear Quest. This project involved multiple Web/Mid-range applications, NCPDP 6.0 pharmacy claims, online 837 claims submissions, web-based Lab Services Reservations, real-time and batch interface to the CA-MMIS mainframe, and utilizing CrossWalk and Map-and-Wrap architectures. Authored Impact Assessment documents for multiple web-based real time applications including RTIP, IPCS, CMC, CDP-EWC-DETEC, eTar, RTIE, Eligibility, Flash, ASP, VB6.0, VB.net, ASP.net, C#, SQL Server, Transact-SQL, VBS, DOS, VSS, Visual Studio 2008, Component Services, Web Services, Java Script, COBOL, CICS, VSAM, z-OS, Endevor, Panvalet, Expediter, TSO, ISPF, CA, System Utilities

- **Affordable Care Act – Self-Attestation Fee Remediation**: Lead Analyst, co-authored Specifications Functional Design with Xerox Business Analyst and authored the Technical System Design for entire project. This was a new website and back office application mandated by CMS where healthcare providers registered to receive both retroactive and on-going service fee increases for a 2-year period.
    - The analysis required working with DHCS personnel to define the application day-by-day as the emerging requirements were received from CMS. Performed daily design sessions, and JAD sessions to develop and modify specifications even as programming development was started. Developed a new unique reiterative design process where there were mock-up web pages that were semi-functional. This allowed the non-technical DHCS personnel to more easily visualize the unfolding design, functionality, and its ramifications by seeing web pages on room-sized projectors making it easier to work with than strictly design documents. As CMS requirements were emerging and changing day-by-day, this also made it easier to grasp the design direction.
    - Similar to Enhancement projects, both led and attended JAD sessions to develop business rules for those sections of the Specifications Functional Design documents
    - Co-authored project Specifications Functional Design to reference broad CMS requirements. Specific DHCS requirements by department were contained in the project requirements traceability matrix. Authored Technical System Design documents. Both documents had function specification sections.
    - The Specifications Functional Design document had a section to document new workflows resulting from the new application
    - Enhancement Projects: The Specifications Functional Design document had a section to document existing and revised work flows
    - Co-authored a master requirements traceability document. All functional specifications from the Technical System Design were traced from Specifications Functional Design through testing
    - Authored a master Transition/Production Implementation Plan. Plan included inventories of modules, sequencing, verification protocols, and tests.
    - Worked with documentation personnel to create new end user documentation both online and PDFs for download
    - Developed a new unique reiterative design process where there were mock-up web pages that were semi functional. This allowed the non-technical DHCS personnel to more easily visualize the unfolding design (including UI aspects like font type, font size, color, etc.) functionality and its ramifications by seeing web pages on room-sized projectors. They were actual web pages with working links and some limited field validation messaging. This approach was easier to work with than strictly design documents with printed mockups. As CMS requirements were emerging and changing day-by-day, it was easier to grasp where the design was headed in a fluid environment
    - Was sole author of project Technical System Design

- Was the Project Team Leader for the majority of the programming. The Programmers were either junior, didn't have experience in the programming technology used, or both. Was a mentor and technical lead to these team members
- Utilized SCRUM management techniques, with improvised daily board review and project updating
- SQL database design tables and T-SQL, design for 8 new web pages, data validations, reporting to Medi-Cal organizations, and interface attestation data to mainframe.
- VB.net, ASP.net, ASP, SQL Server 2000-2008, Transact SQL, VSS, Visual Studio 2008, Component Services, Web Services

- **HIPAA 5010 Enhancement – Website**
  The Centers for Medicare & Medicaid Services (CMS), previously known as the Health Care Financing Administration (HCFA), is a federal agency within the United States Department of Health and Human Services (HHS) that administers the Medicare program and works in partnership with state governments to administer Medicaid, the State Children's Health Insurance Program (SCHIP), and health insurance portability standards.
  - Developed Specifications Functional Design and Technical System Design required ongoing JAD sessions. Facilitated sessions for specific areas of the larger project and for other sessions, attended to both obtain and provide analysis related to his specific areas
  - Led and attended JAD sessions to define business rules for changes being made to address the mandatory CMS changes to the current applications. The normal progression of business requirements first to drive specifications was partially reversed for these projects. There was mandatory functionality per CMS directives that required changes/updates to the current legacy systems. Those changes drove new and altered business requirements and business rules for the applications.
  - Authored relevant sections of both the Specifications Functional Design and Technical System Design documents that addressed functional specifications and where CMS and resulting DHCS stakeholder requirements were referenced via document section numbering system
  - Authored relevant sections of a master Transition/Production Implementation Plan. Plan included inventories of modules, sequencing, verification protocols, and tests.
  - Authored relevant sections of a project-wide master requirements traceability matrix. All functional specifications from the Technical System Design were traced from Specifications Functional Design through testing
  - Worked with documentation personnel to update user application documentation where changes were necessary
  - Presented website page and report mockups in the Technical System Design deliverable to demonstrate changes and new content. Highlighted specific items for clear identification
  - Projects had peer review components for technical design and Test Plans. These peer reviews involved not only evaluations but also coaching. There was both educational coaching to junior personnel and receiving coaching from more senior or experienced personnel.
  - Performed system analysis, design, programming, and multi-levels of testing for CMS required updates to multiple real-time applications: NCPDP 6.0 - prescription drugs-RTIP, 837 compliant on-line claim submissions-IPCS, Eligibility, batch upload claim submissions, EDI transactions 270-271, 276-277, 834, 835, processing for submitter reports and application responses returned from mainframe, and job scheduling. These changes involved many technologies: Macromedia Flash, ASP, VB6.0, VB.net, ASP.net, C#, SQL Server, Transact-SQL, VBS, DOS, C, FTP, FTE, FTF, Arcana, VSS, Visual Studio 2008, Component Services, Web Services, IIS and JavaScript. Authored relevant sections of the project design documents, Specifications Functional Design, and Technical System Design. Authored Test Plans, created test scripts, created test data, conducted unit test, unit integration test and systems test, supported UAT testing by an independent testing organization, CGI. Authored relevant sections of master Turnover Plan to implement changes into production. Performed extensive EFIX work and SDN work.

- **HIPAA 5010 Enhancement – Mainframe**
  - Development of Specifications Functional Design and T Technical System Design required ongoing JAD sessions. Facilitated sessions for my specific areas of the larger project and for other sessions, attended to both obtain and provide analysis related to his specific areas
  - Led and attended and led JAD sessions to define business rules for changes being made to address the mandatory CMS changes to the current applications. The normal progression of business requirements first to drive specifications was partially reversed for these projects. There was mandatory functionality per CMS directives that required

changes/updates to the current legacy systems. Those changes drove new and altered business requirements and business rules for the applications.

- Authored relevant sections of both the Specifications Functional Design and Technical System Design documents that addressed functional specifications and where CMS and resulting DHCS stakeholder requirements were referenced via document section numbering system

- Authored relevant sections of a master Transition/Production Implementation Plan. Plan included inventories of modules, sequencing, verification protocols, and tests.

- Authored relevant sections of a project-wide master requirements traceability matrix. All functional specifications from the Technical System Design were traced from S Specifications Functional Design through testing

- Worked with documentation personnel to update user application documentation where changes were necessary

- Presented website page and report mock-ups in the Technical System Design deliverable to demonstrate changes and new content. Highlighted specific items for clear identification

- Projects had peer review components for technical design and Test Plans. These peer reviews involved not only evaluations but also coaching. There was both educational coaching to junior personnel and receiving coaching from more senior or experienced personnel.

- Performed system analysis and design to changes to the CICS gateway programs for all transactions coming from the Medi-Cal website and POS proprietary networks. System Analysis for modifications to the NCPDP COBOL EDI translator programs for POS network transactions not covered by the Gentran EDI package. System Analysis for the modifications required 'reverse engineer' program logic and functionality due to the lack of any relevant documentation. The program updates included modified and new data structures, modified application logic and communication parameters. Created new update logic in CICS gateway programs for 3 new files that tracked original inbound transaction values and translated values to implement the 'Map and Wrap' main architecture. Authored Test Plans, created test scripts, conducted unit testing, unit integration testing, and system integration test, supported UAT testing by an independent testing organization, CGI. Authored relevant sections of project design documents; Specifications Functional Design, and Technical System Design. Authored relevant sections of master turnover plan to implement changes into production.

- Operations Support: Provided day-to-day trouble shooting for problems, issues and questions for all aspects of the production CA-MMIS application.

- COBOL, CICS, VSAM, z-OS, Endevor, Panvalet, Expediter, TSO, ISPF, CA, System Utilities

Various Short-Term Contracts, 12/2008 – 01/2011
- **Consultant, Ballard Global,** 08/2010 – 09/2010, Was team member contributing to creation of a draft User Acceptance Test Plan, UAT test case scenarios, and UAT traceability matrix. Plan was for takeover of the California Medical Management Information System (CA-MMIS), aka California Medi-Cal, by a new contractor. The UAT Plan and scenarios were built based on a DHCS Requirements Definition document and Subject Matter Expert input.

- **Lead Technician, Peak Systems,** 03/2010 – 01/2011, Lead Technician and Deployment Technician: configured, re-imaged, and installed PCs; installed new peripherals, financial applications, VOIP, and data routers. This work was for large corporate clients including UBS, Morgan Stanley, and Bank of America. A typical office might have 50-75 PCs that need to be replaced with new, or reconfigured with new images and applications. Typically, supervised 3-6 Deployment Technicians, assigned, monitored, and performed quality control on their tasks. Troubleshot errors and restores

- **Analyst / Programmer, Vince Russo,** 01/2010. MS Access 2003 programmed complex reports. Each report required: a form to request the report with multiple cascading parameters; a query to assemble information that often-employed sub queries, and the report itself. Queries were written in SQL.

- **Analyst / Programmer, California Public Employees' Retirement System (CalPERS),** 10/2009 11/2009. VBA programming maintenance to various applications. MS Access 2003 database utilizing SQL via DAO. Programming Excel sheets that are used for user interface to the principal database and various applications.

- **System Analyst / Programmer, Sierra Ventures,** 09/2009 – 10/2009 Performed system analysis and programming to rewrite an application that analyzes website traffic statistics and reports results in Excel. The existing application had errors and was a very complex SQL query with no real ability to modify or even trouble

shoot the errors. The replacement had limited ability to manipulate run time parameters. The new output data was configured such that it could be validated for accuracy against the raw data from the vendor of the statistics. VB6 program initiates PERL script to obtain input source data, updates to an Access 2003 database using SQL via DAO updates, include creating stored procedures and creation of Excel files that contain the results. Worked with MBA intern and his manager a company Director to obtain specifications that were informally conveyed via email.

- **Project Lead, Anu Resources,** 09/2009-10/2009. Performed Washington Mutual (WAMU)-to-Chase branch bank conversions. Performed various conversion tasks for all PCs, peripherals, and server configuration from WAMU to Chase software. Coordinated changes with Chase technical personnel and bank branch personnel. Installed new peripherals and software, made changes to existing peripherals, decommissioned old servers. Performed the Project Leader role for 3 participating Technicians

- **Analyst /Programmer, Volunteer, Peninsula Humane Society** 12/2004 – Present. Creating Internet web forms to capture service requests: mobile adoption counselor; browser based volunteer management application. Technology: ASP.Net and VB.Net with SQL Server and MS Access 2003, utilizing SQL and OLEDB

California Medi-Cal (EDS), 01/2008 – 12/2008
Business and System Analyst / Webmaster
- Performed impact assessment, business requirements, system analysis, proposed Project Plan
- Created Project Plans; submitted each plan to manager, client, and stakeholders; conducted plan review sessions with stakeholders; revised and incorporated manager and client changes and additions into final approved Project Plans
- Each Project Plan contained an implementation section. All affected modules were placed in a staging application that moved them from development, test, and final production.
- Each Project Plan required review and approval meetings to move through stages and steps. Meetings were attended by a combination of stakeholders, Mr. Betz' manager, and technical personnel related to the project.
- Created requirements traceability matrix for all test conditions to analysis and design documents
- Performed Impact assessment, system analysis, system design, technical design, programming, and multi-levels of testing
- Located, inventoried, and assembled relevant existing documentation in public project documentation repository. When no existing documentation was available, created documentation by analysis and reverse engineering. Project deliverables had relevant sections for modeling and data mart.
- All projects required a Project Plan developed by meetings with stakeholders, management, co-workers, and production support personnel. The plan was then reviewed and approved to start the project.
- Individual Project Plans included how changes addressed business rules that were altered for existing applications or contained new business rules added if necessary to complete the functionality for the project.
- Each authored Project Plan document had a functional specification section. Each Project Plan required review and approval to move through each of the stages and steps.
- Each System Development Notice (SDN) and Operations Instruction Letters (OIL) required a Project Plan that closely followed SDLC methodologies: restate and refine original problem statement into functional requirements; address functional requirements with technical specifications; programming and development; Test Plan; implementation Plan. Test Plan results reviewed with stakeholders to obtain approvals for implementation.
- Each Project Plan required writing of technical specifications of the changes to be made.
- Administered and implemented requested changes to website pages, administer multiple source libraries, periodic data file/website content updates
- Mainframe: investigated problems and performed analysis, programming changes, support, and maintenance
- Web Servers: troubleshot problems and performed system analysis, programming changes, and problem resolutions to private facing provider pages
- This was a very large operation, processing 1,000,000 claims per day, requiring precision results, exacting security to HIPAA standards, an interfacing with California Department of Health Services oversight personnel for planning and project approvals.

- Windows XP/SBS2003, IIS, VB6.0, VB Script, ASP.net, VB.Net, SQL Server, SQL, JCL, PROCS, COBOL, CICS, VSAM, z-OS, Endevor, Easytrieve, Panvalet, Listserv

Technical and Analyst Consultant: Pacific Mail and Copy, 04/2007 – 12/2009

- As Webmaster, created and maintained JOOMLA-based company website. Worked with business owner to create both functionality and specific content for the store website
- Utilized MS Exchange and SBS2003 Administrator
- Supported multiple applications: Postal Mate, company accounting with Quickbooks, created accounting and inventory control applications utilizing Excel and Access. Worked with business owner to create tools for maintaining business financial data, company reports, and automating data flow from COTS applications into company accounting applications
- Windows XP/SBS 2003, IIS, Exchange, MS Access, Excel, VBA, VB Script, JOOMLA, QuickBooks, Apache

Technical Consultant: Yosemite Club, 11/2006 – 02/2007

- Installed, supported and maintained financial applications, BPA, and Quickbooks. Required interfacing BPA and Quickbooks with custom queries and complex financial statements.
- Performed network administration, PC administration, peripherals
- Windows XP, Windows Network, Quickbooks, BPA, MS Access, Excel, VBA

Technical and Analyst Consultant: Western States Glass, 10/2004 – 10/2010

- As Webmaster, designed, built, and maintained website
- Worked with company owners and their principal IT consultant to determine website design, content, and functionality within the constraints of a free open source website Content Management System
- JOOMLA, LINUX, HTML, CSS, XML

Director of MIS, Pitco Foods, 09/1998 – 06/2002

- Food and Tobacco wholesale, $300M sales, delivery and POS, 4 warehouse locations with multiple Applications installed on multiple servers with 3 operating systems, Unix, AS400, and Windows
- Implemented IS growth from 8 green screens and 6 stand-alone PCs to a 4-site WAN, 50+ PC users, included all IT and related provisioning to open new warehouse location with 8-lane POS, telephony system, data cabling, and PC installation
- Authored 2 RFPs for new company financial system and new 32-lane POS. Evaluated proposals and conducted selection process with company owners and top management.
- Fully responsible for design, acquiring, and installing automated EDI system. Acquired translator package, provisioned inbound and outbound document translators; performed custom programming to capture data for outbound docs, translate, and present inbound documents to relevant users. Liaison to partner company EDI managers and administered VAN supplier.
- Designed and programmed extensive sales reporting and parallel financial database using Access and VB. The existing Unix/BBX system was inadequate and could not wait for the installation of a new system. The system also supported subsystems such as EDI, provisioning POS systems, and the transition to a new financial system.
- Performed design and programming to support complex staged migration to new financial and POS systems. There were multiple concurrent interfaces at any one time: new financial to old POS, new financial to new POS, old financial to new POS and old financial to new financial.
- Performed acquisition and administration of Telephony systems.
- Performed architect acquisition, and implementation of enterprise wide WAN, DSL and T1, including router provisioning, VPN, and firewall
- Designed and programmed over 50 VB/VBA programs, designed and provisioned dozens of Access databases with hundreds of tables, queries, reports and forms.
- Windows 2000/NT/XX, VB6.0, VB.Net, VBA, MS Access, BBX, ProComm, TCP/IP, VPN, Netopia pcAnywhere, NCR ScanMaster, Aspen Food System, DAC/CV1

System Analyst / Programmer, US Bank, Portland, OR, 01/1993 – 06/1993

- Investments, brokerage, and deposit system applications. Projects included merging data from acquired bank into company database, adding new data streams into daily deposit system, creating data files for FDIC reporting, and ad-hoc reporting. Merging data project involved IMS database from acquired bank and moving that data into a DB2 database. Some data fields had to be reformatted for DB2. Other acquired data required adding new columns to the DB2 tables to adequately reflect the nature of the acquired data. A balancing algorithm was created to validate the moved account totals and rolled up to company totals.
- MVS, DB2, CICS, VSAM, IMS, Easytrieve, COBOL, TSO/ISPF, VAX: VMS, RMS, DCL, COBOL

Technical Consultant: Toys 'R' Us, 11/1988 – 06/1990

- Performed definition, design, and programming of inventory control modules for a very large and complex warehouse/distribution management system using Cullinet DMS, Distribution Management System. Complex put-away and picking modules, extensive rewrite of DMS control programs, automated business process initiation (BPI) and control module.
- VAX: VMS, COBOL, RMS, RDB, DCL, FMS, DTM, System Services

Quality Assurance Consultant: Cullinet, 04/1988 – 11/1988 (Hanford-National Labs)

- Conducted quality control review of extensive modification of a very large and complex distribution management system, DMS. System integration testing. Review included QA of programs meeting design specifications and review of design specs to ensure client requirements were met.
- VAX, VMS, COBOL, RMS, FMS, DCL, DTM, IDMS

Analyst / Consultant: Digital Equipment Corp, 11/1986 – 04/1988

- Project Leader for 2 Programmers and performed business and system analysis, design, programming, and implementation of a freight tracking system using a global distributed database via DecNet. The application tracked all domestic and international freight. Applications included manifesting, inventory control, and DOD notifications of sensitive technology. Over 70 freight centers were supported on-line.
- VAX, VMS, COBOL, RMS, RDB, DCL, FMS, DTM, System Services

Analyst / Consultant: Zayre Corporation, 04/1986 - 11/1986

- Performed analysis, design, and programming of employee participation segments in a complex Pension Plan; master file updates, online inquiry and update, and creation of transaction files for outside vendors. Performed extensive analysis and integration of data from acquired companies for calculation of pension earnings.
- MVS, VSAM, IMS, CICS, JCL, TSO, ISPF, PROCS, COBOL

Technical Consultant: AT&T, 05/1985 – 04/1986

- Administrator of 6 concurrent implementations of a very large MRP-II package, AMAPS. Interfaced with Development teams and training groups to support testing and training environments. Created automated routines to generate installed applications on demand. Performed programming modifications to online and batch reports.
- MVS/xa, IMS/DL1, IMS/DBDC, CICS, VSAM, JCL, PROCS, TSO, ISPF, COBOL

System Analyst / Programmer: Digital Equipment Corp, 08/1984 – 05/1985

- Systems Analyst / Programmer for various program changes and corrections. Performed analysis, design, and programming of a subsystem to maintain a large 'corporate' level Marketing History Database. Data had to be acquired for the first time from 9 inter-company divisions, each with unique data formats, then reformatted a centralized corporate enterprise structure. The 9 divisions were on DEC-10/20 systems using DBMS10 and DBMS20 and the new corporate system was VAX/VMS. The project required interfacing and planning with the 9 organizations' corporate and MIS personnel. A related project was a reporting system for analyzing market trends. A valuable component of the central system was providing first time knowledge of all branches, companies, divisions, etc., of large fortune 500 clients. For example, DEC was doing business with 200+ GE companies throughout the 9 divisions. Prior to the central DB, it was difficult for one division to find out leads and marketing information from the other divisions. This provided a powerful

marketing tool for all divisions to expand their penetration throughout GE. I had no previous DEC experience prior to this contract. I learned Tops20, DBMS10/20, VAX/VMS and VAX COBOL within 2 weeks of starting.

- VAX, VMS, RMS, FMS, DTM, COBOL, Tops10/20, DBMS10, DBMS20, System Services

Previous IT experience beginning 1977 is available on request.