TECHNICAL 2

11887 Turnberry Lane   **Home 518.777.777**
Clifton Park, NY 12065   **resumes@gmail.com**

SUMMARY OF QUALIFICATIONS

Results-oriented Information Technology professional with 20 solid years of experience in healthcare as well as with, energy industries and government agencies. Expertise includes developing architectural solutions for customers and managing high-profile projects with stringent deadlines. Successfully led multiple teams in the delivery of accurate and quality end products. Adept at process improvement and programming. Possess excellent communication skills and able to effectively communicate highly technical information to both technical and non-technical personnel. Built strong relationships and trust with customers.

TECHNICAL EXPERTISE

Primary Languages: COBOL, CICS, VSAM, IMS DB/DC, Easytrieve
Hardware: IBM mainframes
Software: Microsoft Word, Excel, Access, PowerPoint, VISIO

PROFESSIONAL EXPERIENCE

IBM, Albany, NY   **2002 – 2009**

Information Technology Specialist
Architect of solutions for large and medium sized projects. Created work effort estimates; created requirements, system analysis and design documents.   Outsourced from WellPoint to IBM in 2002. Worked with the following clients: Wellpoint, Regence BlueShield of Washington, Regence BlueCross Blue Shield of Oregon and Duke Energy
Sample accomplishments include:
- Designed all solutions and monitored all change activity for Rates system from 2002 - 2005; at same time, assisted in designing solutions for other systems. All Rates system modifications met business needs on initial installation, needing no subsequent enhancements.
- Had a consultant role on a project to install new rate structures and new rate calculations for use in 6 separate healthcare applications.
  - Authored a Use Case Document which was praised by the business as a concise yet complete source for calculating institutional rates.
  - Authored a thorough Test Case document with expected results; the document became a standard for future projects.
  - Designed the systems solution for the rates system. Installation in 5 systems was completed without defects; workarounds were developed by NASCO.
- Designed a new function, new database segments and new screens for a new automated function within the claims system. Was praised by customer for thinking of future considerations and providing for such during design. Project was needed implemented successfully.
- Re-engineered an IBM database load from a 40 hour wall run time to a 1.5 hour wall run time. Coded and implemented with no rework needed. The savings also included increased accuracy, fewer rework of claims and reduced man hours.
- Authored a 35 page System Design Document using a customized presentation. The more encompassing approach resulted in several weeks less turnover to the developers and testers. The document's approach became a new best practice.
- Designed and installed a system solution for benefit rate generation. Resulted in the solution being delivered on time with no defects; the solution exceeded customer expectations. The project was subsequently written up in an IBM Business Value Added document.
- Authored a 200+ page System Design Document for a High Performance Provider Network project and received prestigious IBM Bravo award in summer 2006.
- Created system design documents of multiple databases for a conversion project. Commended by client for accuracy and professionalism.

WELLPOINT, formerly Empire Bluecross Blueshield, Albany, NY   **1986 – 2002**
Provided business solutions based on customer requirements. Managed staff and projects. Documented requirements and test results. Built solutions that interfaced with multiple systems.

Chief Application Systems Specialist
Designed solutions, led small projects and monitored change activity for Rates system for multiple healthcare systems.
- Designed and assisted in coding/testing/debugging of year 2000 solution for Institutional Rates. The design solution costs were less than other bids and the solution offered multiple versions of the Institutional Rate application.
- Designed system solution for deregulated Institutional Rates; impacted 8 applications. Received monetary award for successful implementation.
- Designed system solution for other methodologies, including, but not limited to CPT-4 use in Institutional rates, same-day rates, mental health vendor rates and other projects. As a result, rates could be aligned to services rendered.
- Was promoted to a team developing a new healthcare system prior to the HMO healthcare system shut down.

Project Manager
Managed a technical staff of 9 for an HMO healthcare system [claims, membership, provider subsystems].
- Managed the staff plus 4 consultants to install full new release of a healthcare system. Installation of 900+ elements and reload of databases completed with no defects within planned outage.
- Managed the staff for all system changes, advising on the solution and approving the software releases. Accuracy was high; deadlines were most often met.
- Created an automated time reporting and project status system for staff members. The system standardized staff status reporting, automated internal reporting, and increased productivity.
- Was promoted to a management position in a separate healthcare system. Experienced staff on the separate healthcare system was overlooked for this management position.

Programmer Analyst
Coded and tested new software for the backend system of a fee for service healthcare system.
- Worked 70 hour weeks for 2.5 months to design solution, write code and test Institutional Rates functionality for New York State DRG mandate. Installation was on schedule with no significant defects.
- Coded many small system changes.

ORANGE and ULSTER COUNTY GOVERNMENT, Goshen and Kingston, NY   **1982 – 1986**

Programmer / Analyst

EDUCATION

BA, Secondary Education, Mathematics, SUNY Potsdam, Potsdam, NY

PROFESSIONAL DEVELOPMENT

HTML, Web Design, Java courses, Hudson Valley Community College
IMS DB/DC, Self-study