TECHNICAL RESUME

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SUMMARY

Software Developer and Business Analyst with progressive experience in various aspects of the supply chain model. Expertise includes conversion implementations, reducing downtime and system errors and increasing business proficiency. Proven success supporting multi-tiered systems across multiple platforms. Skilled in all phases of software development life cycle from requirements gathering, analysis, and design through code creation and implementation. Able to maintain good customer service relations both in person and remote. Known for troubleshooting and solving issues involving multiple systems.

TECHNICAL SKILLS

Languages:	SQL, PL/SQL, Unix Script, Windows Batch, Thoroughbred Business BASIC, Recap, Microfocus COBOL, Expect Script
Operating Systems and Networks:	AIX, SCO Unix, Windows, NT, Citrix, Windows Terminal Server, VPN, Recap
Databases:	Oracle, Access, IDOL-IV
Software:	Maximo, PMC 2000, CIMPRO, ASI Logility, Syntra
Tools:	Job Scheduling Console, SQL Developer, ManageNow, Vantive, Lotus Notes, SQL Plus, LANDesk, Windows Live Meeting, Microsoft Office, Web Page Maker, PVCS, Snag It, WS_FTP Pro, E-Term32, Vantive, Déjà win, Office Communicator, Same Time, Microsoft Outlook

PROFESSIONAL EXPERIENCE

IBM GLOBAL SERVICES – Sugarland, TX   **2001-2012**
I/T Specialist on Minute Maid Account
Ensured continued I/T support of legacy systems by training new software support team. Also, ensured success of MRO implementation by peer reviewing Java code in accordance with company Reduced time and errors of product supplement data input by designing, testing, and implementing new screens. Trained clients on new software and created user documentation. Some accomplishments included:

- Minimized system downtime due to year end roll-out activities by ensuring goal completion ahead of time schedule. Designed and managed work plan while coordinating with manufacturing, accounting, and I/T.
- Reduced errors and time involved with migration from legacy system to SAP by creating interfaces and reports to transfer data. Assisted in server migration from Boulder, CO to Atlanta, GA by designing and implementing test plan. Analyzed system and identified potential issues caused by switching from SCO to AIX. Changed existing code and created new programs to resolve issues. Reduced outages by providing 7x24 hour support of multiple supply chain applications for clients in states across the country including manufacturing, forecasting, maintenance, reporting software, and their interfaces with other systems.
- Installed and configured Maximo for multiple locations. Improved system functionality by correcting software errors and by creating new programs according to client's requirements.

THE MINUTE MAID COMPANY (COCA-COLA) – Houston, TX   **1998-2001**
Programmer / Analyst
Programmed various databases while successfully designing and implementing new security procedures. Achievements included:
- Reduced downtime and errors in forecasting system by correcting in house written software and creating workarounds for non-supported vendor legacy software.
- Ensured success of Syntra software migration project by analyzing system and correcting issues. Increased business proficiency by automating tracking system of CHEP pallets.
- Assisted in hiring of contract developers by conducting technical interviews.

SOUTHWEST WHOLESALE RECORDS AND TAPES – Houston, TX   **1990-1998**
Programmer / Technician (1993-1998)
Assisted with implementation of new operating system and language by enhancing existing programs and creating new programs. Additional accomplishments included:
- Increased business efficiency by designing, testing, and implementing new menu and email system.
- Decreased time and errors by gathering business requirements and creating new ordering system. Assisted with server move from existing warehouse to new location.

Receiving Dock Supervisor (1992-1993)

Warehouse Employee (1990-1992)

US ARMY NATIONAL GUARD – Beaumont, TX
Honorable Discharge

EDUCATION

BBA, General Business with Concentration in Computer Science
Lamar University – Beaumont, TX

PROFESSIONAL DEVELOPMENT/RECOGNITION

Classes in Java, PowerBuilder, HTML, PL/SQL, SCO UNIX
BSA Wood Badge Course (Leadership, Management, Team Development)

IBM Bravo Team Award
Minute Maid Special Recognition Award, Minute Maid Leadership Award
Texas Adjutant General Individual Achievement Award

VOLUNTEER WORK

Boy Scouts of America – served in various positions including Troop Webmaster, District Event Chairman, District Roundtable Staff, Patrol Advisor, Assistant Scoutmaster, Committee Chairman, Webmaster, Advancement Chair, and Assistant Den Leader.