

## SUMMARY

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- Seasoned IT professional with a specialization in process improvement and custom application development
- Over fifteen years experience in information technology, technical support and network infrastructure
- Over ten years experience in web development and internet technologies
- Background in technology, language and communications. Flexible, motivated and creative
- Articulate communicator proficient at conveying complex concepts to both customers and developers
- Able to work across multiple levels of the organization to build and maintain strong relationships
- Cisco CCNA, Checkpoint CCSA, CompTIA i-Net+, CIW

## COMPUTER SKILLS

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Interwoven Teamsite | Fatwire CMS | HP Open View | UHC Learning Exchange | CA Unicenter Service Desk | Adobe Captivate | Microsoft IIS | Cerner PowerChart | ASP.NET | HTML | PHP | Perl/CGI | MySQL | CSS | UNIX | Linux | Apache | WordPress | Macromedia Dreamweaver | Adobe Photoshop | CMS / Portal | MS SQL | VB Script

## PROFESSIONAL EXPERIENCE

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### VCU Health System - Richmond Va. – 03/2008 – Present

#### ***Application Analyst - Clinical Information Systems*** – March 2008 – Present

Provide application support for Cerner PowerChart, Conduct Cerner PowerChart training classes for clinical staff, Create e-Learning courses utilizing Adobe Captivate, Develop web applications in support of clinical business needs.

- Create training documentation and materials for VCU clinical staff / medical students
  - Developed web application to provide training schedules, student data management and instructor tools
- Provide 3<sup>rd</sup> level application / infrastructure support for CIS training environment
  - Developed dashboard reports for Service Desk manager (call volume, analyst stats, etc.)
  - Renovated existing Time Tracking application to provide improved user experience and streamlined reporting
- Manage and maintain inventory of training equipment and configurations
  - Implemented an automated daily refresh of over 90 training workstations
  - Created deployment package to update registry changes, desktop settings and workstation configurations
- Administer MS SQL databases and websites running IIS, ASP .NET and Visual Basic
  - Utilize MS SQL Server Management Studio to create Views and Stored Procedures
- System Administrator for CA Unicenter Service Desk

### Capital One Financial - Richmond Va. - 08/1997 – 03/2008

#### ***TeamSite Administrator*** – January 2007 – March 2008

Provide 3<sup>rd</sup> Level support for TeamSite production and development environments

- Attended Interwoven Certified System Administrator training
- Administration of TeamSite and OpenDeploy clients and servers
- Support and configure n-Tier web infrastructure, including Apache Tomcat, Apache HTTPD, OpenJMS, Oracle, MySQL, Interwoven TeamSite, and Unix/Linux/Windows servers running in dev, QA, and production environments
- Provide On-call support, System Health Monitoring, Problem Management and Capacity Planning consulting
- Proactively troubleshoot system and application errors working to maximize platform health
- Ensure optimal network performance by evaluating and recommending network configuration changes
- Design workflows to support business needs, develop Perl scripts for task automation
- Manage Change Management process for implementing system enhancements and application releases
- Create and maintain infrastructure documentation to support continuous process improvement
- Developed a Metrics scorecard report to provide monthly trending and capacity benchmarks for the CMS platform

**Developer: Internet Services** – August 2006 – January 2007

Provide development support for www.capitalone.com websites utilizing PHP, HTML and Teamsite CMS

- Manage templated and non-templated content in Teamsite CMS
- Develop PHP code in support of existing modules and customized functionality
- Perform code reviews and documentation to support quality code standards

**Web Strategist** - 2004 - 2006

Responsible for providing strategic insight to IT intranet team, manage and support IT intranet using FatWire CMS

- Participated in all phases of application development
- Designed / developed over 25 customized applications for internal customers improving communications processes
- Recognized as subject matter expert (SME) for web based technologies and projects in the enterprise
- Designed and developed an SDM workflow application with email decisioning, approval notification and advanced reporting
- Provided DBA support for the MySQL databases used in our production environment

**Web Developer** - 2001 - 2004

Provided support for legacy IT intranet sites as well as those sites managed in FatWire CMS

- Created automated UNIX shell scripts using regex to identify non-standard code in over 4700 HTML pages
- Team lead for IT intranet upgrade; personally responsible for migration of over 23 legacy sites to new CMS platform.
- Managed the Quality Services web presence (design / development / support)
- Developed dashboard applications to manage application release schedules and provide on-demand reporting
- Selected as team lead for 2 co-workers in the use and support of Dreamweaver due to demonstrated expertise

**Network Planner / Analyst** - 2000 – 2001

Manage and maintain the networking environment for Capital One's test lab, assisted in support of Windows NT and Novell infrastructure, managed the hardware inventory for all associated lab equipment

- Obtained Checkpoint Certified Security Administrator (**CCSA**) / Obtained Cisco (**CCNA**) / Attended **CISSP** training
- Developed web apps (conf. room reservations, test data scheduler, asset tracking db) using Perl, PHP and MySQL

**Research Specialist** - 1998 - 2000

Managed and supported remote access (Contivity VPN) into the secured network, provided Associate and Executive operational support

- Obtained Sun Certified System Administrator (**SCSA**) for Solaris 7 – Part 1
- Created an auto-sensing/install CD-Rom for a Windows 2000 deployment to over 75 desktops and laptops

**Site Analyst** – 1997 - 1998

Provided help desk, hardware, software and telecommunications support to internal customers

- Designed and delivered the Site Operations intranet site for Capital One using NetObjects, Apache, Linux and Perl
- Created a Flash based menu system for the Internet cafe at newly opened Tampa site

**CarMax Corporate Offices** - Richmond Va. – 06/1995 – 08/1997

**Client Services Analyst**

Provided desktop support for retail and corporate locations

- Served as Client Services Lead for new store Grand Openings in support of the desktop and LAN environments

**Philip Morris** - Richmond Va. – 01/1995 – 06/1995

**Help Desk Analyst**

Provided helpdesk and desktop support for over 500 Operations Center customers

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## EDUCATION

Longwood University - Farmville Va.

**Bachelor of Arts**

- *Modern Languages: French Language & Literature* - 12/1994

**Study Abroad:** *Centre d'Etudes Américaines, Avignon, France* - 01/1994 – 08/1994

- *French History, Culture and Civilization, Classical French Theater*

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## LANGUAGE SKILLS

**French** - Fluent (oral, read, written)

**Spanish** - Basic (oral, read)

**German** - Notions (oral)

## **FREELANCE EXPERIENCE**

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### **H.F. Hill and Associates, Inc. - Richmond Va. - 06/1995 – Present**

#### ***Web Developer*** (Freelance)

- Developed CRM application - CST (Capital Sales Tracker©) to manage and track sales leads and contacts. Application includes label & report generation, document library, Service / Repair module, offline CST access via USB thumb drive, and iCal integration.
- As a result of CST, sales for H.F. Hill & Associates, Inc. have increased 41% over Q2 2008.
- Participated in all phases of application development, including analysis, requirements definition, development, quality assurance, and implementation.

### **UsedChiroEquip.com - Richmond Va. - 05/1999 – Present**

#### ***Web Developer / Web Master*** (Freelance)

- Implemented redesign of website utilizing WordPress as the core engine for content delivery. New features include a customized version of a PHP classified ad system, streamlined graphics optimized with Photoshop and e-commerce features provided by OSCommerce shopping cart.
- Designed / developed LAMP based Content Management System (CMS) to enable office staff to manage Used Equipment inventory.
- Reduced image load times by 40% by optimizing graphics in Photoshop.
- Maintain / manage site and all aspects of the day to day care and feeding to include automated backups, DBA functions and DNS / Mail support.

### **WebTechStaffing – Arlington TX - 04/2006 – 01/2007**

#### ***Web Developer*** (Freelance Consultant)

- Provide IT consulting services for customers requiring open source development support.
- Customer Requested Support Areas: WordPress support / development, Perl & PHP support, web server technologies

### **Linked Assets, LLC. - Seattle WA - 04/2006 – 01/2007**

#### ***Web Developer*** (Freelance Consultant)

- Provided support and maintenance for over 65 installations / websites built using WordPress.
- Developed WordPress themes and plugins.
- Provided consulting services for Linked Assets clients requiring subject matter expertise in promoting and delivering streaming audio/video for sale on their websites.
- Created and implemented successful migration plan for over 50 WordPress websites to be moved to a new web host. The plan included data/file transfer, database maintenance support, validation testing, and end user support for newly migrated sites.
- Example sites include:
  - [www.goodpoliticsradio.com](http://www.goodpoliticsradio.com)
  - [www.podstarpower.com](http://www.podstarpower.com)
  - [www.podcastfromtheheart.com](http://www.podcastfromtheheart.com)