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TECHNICAL SKILLS Used

Amazon Workspaces (AWS): Cloud server running Linux RedHat

OpenEdge DBA: Fathom Replication, After-Imaging

Squirrel (SQRL): SQL retrieval package.

Software Management tools: Visual Studio 2017, Jenkins, Git software

Disaster Recovery Planning: SunGard services, Planning, Testing, Documentation, Implementation

Database Administration (DBA), Tuning, Backups, Operations: OpenEdge-Progress Database, AppServer, OpenEdge Management (OEM-formerly known as Fathom).

Progress Performance Tuning: Dump and Load; (SA) Storage Areas, Data Definitions, ReIndexing, RAID configuration

Database Customization and Development: Progress v5-10.2B+ (Character, CHUI, GUI, Client-Server)

ODBC connections: SQL ODBC connections into Progress

Application/Business areas of experience: Axiom, Dispatch-1 by Astea, TREND by NxTREND, WDSII, Service Management, Project Management, Manufacturing/Inventory/Production Planning Management Systems, Financial Accounting and Billing Systems, Centralized Purchasing systems, Warehousing/Shipping and Receiving systems, Medical and other Insurance applications, Customer Demographics, Property Management, Pharmacy Control and Quality Control, Accounting Period Close.

Databases/Languages: Progress v6-9.1 (Character and CHUI), MS-Access 2.0 to 2000, Paradox/PAL for DOS 4.5, Lotus Approach 3

Operating Systems and Environments: HP and other versions of UNIX, VAX VMS, Windows XP Pro, '95, '98, 2000, and Client-Server, HPUX, SCO, AIX v5 scripting, AIX 5.x OS, Linux RedHat

IBM DRP Utilities: Tivoli Backup Software, SMIT

Project Management software: Microsoft Project v3.0/4.0

Email packages: MS Outlook, Outlook Express, MS Exchange

Browsers: MS Internet Explorer v5+

Data Conversion and Transfer Tools: SmartFTP32, CuteFTP32, Rapid FTP, File Transfer Protocol (FTP), WinZip, TeraTerm, Putty

Spreadsheet packages: MS-Excel, Lotus 123

Office Software: MS Professional Office Suite

Monitoring Software: ProTop (WhiteStar Software): character and realtime GUI versions.

IT Training

(AWS) Amazon Workspaces Solutions Architect-Associate

(Amazon) AWS Cloud Practitioner Essentials

OpenEdge v11 / Developer Studio introduction-workshop

Advanced DBA Performance Tuning

Udemy online

Udemy online

Progress Software Corporation

Progress Software Corporation

Fathom (Progress)

PERL

Jumpstart to v9 GUI Development, intro ADM2

Jumpstart to Progress v9 DBA and Tuning

Progress Introduction

Masters Progress

HP UNIX POSIX Shell Scripting

Certified WebMaster Specialist (HTML)

Oracle 7, SQL, SQL*Plus, PL/SQL

Oracle Database Administration v7.3

self-taught, OJT

Self Training course

Bravepoint-Atlanta

BravePoint.-Atlanta

Progress Software

Progress Software

Hewlett Packard

Net Guru Technologies

Oracle Corporation

MIT-Schaumburg

Other training courses:

DEC Ultrix, HP UNIX, VI Editor, AWK, MS-Access 2.0 Introduction and Intermediate, Paradox, Approach

PROFESSIONAL Contractor/Employment HISTORY

Leading Property Management Services Company: Salt Lake City, UTAH – Denver, CO – Mandan, ND.

October 21, 2021 to January 15th, 2025 OpenEdge Database, Fathom Replication, ProTop to process billing services for properties throughout the entirety of the United States. Worked as a W2 Employee of the company.

Reporting structure: reported to a manager of software development. I also reported, daily, to a Product Owner (PO) of the company, and a VP of IT. I worked on a team that had widespread coverage supporting the Progress database, network, various servers, WebSpeed, Web Portals, Linux OS, data center, etc.

Primary Responsibilities: Initially, I worked within an agile team framework to develop and enhance an existing application for General Ledger (GL) of all customers. In the last 1.5 years, I was working fulltime in database administration, database upgrades, moving the database to a new server, installing Fathom Replication and After-Imaging, and working with the system admin team to create a new architecture with highly increased capabilities to support the companies increase in business.

Primary Application(s): Initially 1) General Ledger custom development and then 2) Movement to a new system architecture (including Fathom Replication and WebSpeed).

Accomplishment(s): Helped grow a new development team into using the agile team concept. 2) I initiated and started the Fathom Replication (with After-Imaging and distribution to Denver and Salt Lake City) to run SQL reports off the Replicated DBs, 3) Moved the primary Source database (with data back to the 1980's) onto a new high-end Linux server with a Load Balancer on the front end. ***This was all critical to the survival of the company because the older architecture could not support the new level of business activity.***

Wells Fargo bank (Fourth largest bank in the US) Charlotte, NC – Dallas, TX – Chandler, AZ – Santa Ana, CA

February 2019 through January 31, 2021 OpenEdge Application (with SQL interface) to process Auto Loans nationwide Independent Consultant through (S3) Strategic Staffing Solutions

Reporting structure: reported to the Manager of software developers and Agile Team Product Owner/Scrum Master.

Primary Responsibilities: Worked within an agile team framework to develop and enhance an existing application for new market research, new legal requirements and fulfill the requests of the business.

Primary Application(s): 1) Loan Processing application and (CRS) Credit Review System to allow underwriters to analyze loan applications for credit financing.

Major Accomplishment(s): Learned to work within an agile team. We made our sprint commitments on time every time. We rebuilt and enhanced a 20+ year old application with new technology to serve the company's interests.

Freedom Mortgage Corporation Fishers, Indiana, Mt.Laurel, NJ

July 2016 through August 2017 OpenEdge Applications conversion/Migration to (AWS) Amazon Workspaces Independent Consultant through BAMM

Reporting structure: reported to the IT OpenEdge DBA Team and Sr. IT Director.

Primary Responsibilities: Create a new conversion process (Binary Dump and Load) to move several OpenEdge v11.6 database environments into run on the (AWS) Amazon Workspace virtual cloud environment. This includes an OpenEdge Replication environment for each of the converted applications.

Primary Application(s): 1) Electronic Documents and 2) Loan Processing application running in OpenEdge in a Unix environment. These were the primary core systems for the company.

Major Accomplishment(s): Overcoming difficulties and obstacles of running in the AWS Linux environment. Also, this (AWS) was a new, unknown, unproven environment that had to be learned and tested as it was being developed.

ArcelorMittal Richfield, Ohio; Cleveland, Ohio; Indiana Harbor, Indiana; (also in Europe)

July 2014 through July 2015 www.ArcelorMittal.com OpenEdge-Axiom Upgrade project. Consultant through Hudson Global and MasTech

Reporting structure: reported to the Manager of IT Applications, the IT Architect, and the OpenEdge Upgrade Project Manager.

Primary Responsibilities: Creating a new OpenEdge v11.5 database environment with updated code changes. Testing the new application changes were planned and executed in all phases. Coordinating User Acceptance testing.

Primary Application(s): 1) Axiom running in a Client-Server environment with OpenEdge in an HP environment.

2) Secondary environments were HPUX, SAP, TabWare, and hundreds of batch interfaces.

Major Accomplishment(s): Overcoming Microsoft Windows 2012 R8 difficulties. Discovering new reserved words in OpenEdge and making corrective code changes. Writing successful test plans. Successful user testing (and documentation) both in online and batch scenarios.

(Banco) Santander/Sovereign Bank Boston, Mass; Reading, PA (also Europe/Mexico)
August 2013 through December 2013 www.Santander.com OpenEdge DBA Consultant through SoftWorld

Reporting structure: reported to the Manager of IT Operations Infrastructure

Primary Responsibilities: OpenEdge Database Administration (DBA). Insuring the ongoing performance and support of two primary business applications.

Primary Application(s): 1) Fiserv (www.fiserv.com) Unifi (4 instances of a 5 Terabyte Database running in a Client-Server environment with the database on MS Windows OS).
2) CMSI (Environment was HP Unix). (www.cmsinc.com) A commercial credit score check and mortgage application package.

Ongoing Daily Operations: Monitoring all the functions of the various production databases and flow of data, regular backups, etc,

Monitor Disk Space Usage: With several 5 TB databases in Windows, disk volume usage was always a primary concern (since the disk volumes were at maximum capacity).

OpenEdge After-Image (AI) Archiving and File Management: These applications utilized After-Imaging for real time recovery (failover).

OpenEdge Fathom Replication: Both applications (Unifi and CMSI) used OpenEdge's new Fathom Replication (real time copying of data to two hot sites).

Major Accomplishment: Stabilizing an extremely fragile environment.

JP Morgan Chase & Co(and BankOne) Columbus, Ohio
May 2012 to July 2012 www.jpmorganchase.com OpenEdge-Progress Consultant/DBA through Collabera

Primary Responsibilities: OpenEdge Database Administration (DBA) group, wrote AIX scripts for database backup and recovery, database analysis reports, helped institute OpenEdge Management (OEM v10.2B)-formerly known as Fathom Management v3. Configured Webspeed Brokers and NameServers. Developed new Jobs and Schedules in OEM. Wrote a menu-driven interface to maintain the _User Table (for maintaining user security and privileges).

TMK IPSCO Tubulars (Kentucky) Inc. (formerly Newport Steel and NS Group) Based in Newport-Wilder, Kentucky
Acquiring company was formerly TMK, EVRAZ, SSAB-Swedish Steel (now TMK IPSCO)
July 2007 to September 2011 www.tmkipsco.com Independent Progress Consultant/DBA through CIBER

Offices in Moscow, Russia; Downers Grove, IL; Camanche, IA; Blytheville, AR; Houston/Odessa-Midland/Baytown, TX; Brookfield, OH; Koppel and Ambridge, PA; Geneva, NE, Newport and Wilder, KY, Brookfield, OH (Canada, Oklahoma, and other facilities)

Reporting structure: reported to the Manager of IT, Welded Mfg. Reported to the CIO for approximately 4-6 months.

Primary Responsibilities: Database Administration (DBA), AIX OS, Operations, and Disaster Recovery Planning (DRP). Production software change control (using FTP). Supported several test databases for development/testing along with the production databases.

Primary Application: AXIOM (owned by AXIS/Consona) - It is predominantly and widely used within the steel, wire cable and metals industry. The application is written in the Progress database with connections to the internet and some ODBC/SQL connections to other software packages (Access, Monarch, Excel). Axiom is based on a Client-Server architecture and runs the database on the IBM AIX OS environment. I occasionally did the DBA support for Open4 (HR/Payroll application).

Overall Business Function Responsibilities: All support, maintenance, and new installations for the Axiom application which covered several aspects of the business; Accounting, Financial, Quality Control (certifications and testing), Industrial Engineering (Routings/Material Control), Sales Management, Corporate Purchasing (and Storehouse Inventory), etc.

IBM AIX and DBA Responsibilities: Progress user licenses, database Index reorganization, maintaining four test databases for developers and testers, startup and shutdown scripts, network portal management, dump/load (defragmentation) of 7 databases. AIX duties were: disk/block space management (adding database extents), monitoring the growth and disk space usage on the IBM servers, maintaining the Cron, CPU performance, memory allocations, etc.

Outside package connections (SQL ODBC): Installation and setup of SQL ODBC connections for accounting/finance users to connect to the Progress database via SQL based applications (i.e. Monarch, Visual FoxPro. SMART, etc). The Tubular Inventory Query (TIQ) application read from the Axiom Progress database using SQL.

Progress Dump and Load ReOrganization: Successfully completed a highly complicated Progress Binary Dump-and-Load of the Axiom application. Designed and instituted Storage Areas broken into Index areas and Data areas. SQL privileges were saved and recreated. User IDs and passwords were recreated.

Upgrade/Conversion Project: Successfully upgraded to Axiom 5.2, IBM AIX v5.3, and Progress v9.1d09 on a Client-Server environment. Setup and coordination of TCP addresses, installing and configuring Progress v9.1d software, and overall configuration testing. Designed and instituted a new Progress backup strategy as well as Before-Image File Truncations.

(DRP) Disaster Recovery Plan and Testing Procedures: Instituted a DRP and testing procedure in conjunction with SunGard Availability Services. Successfully completed three DRP Tests at the SunGard MegaCenter in Chicago, IL. Platform environment was Tivoli Storage Manager, AIX v5 OS, Progress Database v9.1d09, Axiom 5.3, Windows.

Data Center Operations/Backup Retention/CRON Schedules: Instituted and maintained a schedule of DVD and Tape Media backups. Progress backups were used to back up online to disk. Tapes were used to make system backup. AIX OS v5.L. The AIX Cron was used to run scheduled programs and

scripts for user reporting, operating system health checks, daily file cleanups, archives, backups, user reporting, etc.

AppServer-Progress v9: Installed AppServer, under the direction of Axis Consona for the financial analysis and reporting users.

EZRF (Wireless Radio Frequency Bar Code Scanning) by Midwest Industrial Systems: Tested, setup and helped install EZRF software, bar code scanners, communications, portals, etc for wireless barcode scanning.

EDI-Electronic Data Interchange: Developed, tested, and installed the EDI system for Vendors and 856 Inbound ASN's (coil input purchases). Setup Vendors.

CIP Input interface from Quality Control and Manufacturing data into the Axiom ERP: Helped test and setup CIP interfaces (using FTP) for manufacturing into the Axiom application.

Additional projects:

Acted as project manager for newly designed wired-wireless manufacturing application software that is integrated into the plant floor. It was a ground floor installation with no previous existing network in place. Developed a floor plan, an RFP, a set of electrical specifications for electrical contractor vendors, accepted bids.

Did research for a plant video broadcasting system.

Rockwell Automation (formerly Allen-Bradley) Global Headquarters Milwaukee, Wisconsin March 2005 to May 31, 2007 www.rockwellautomation.com Progress Consultant/DBA through VOLT Information Services.

Application: SMS is the Service Management System. It was the second largest application at Rockwell and the largest revenue generator (produced 0.9-1.1 billion annually in revenue).

Responsibilities: Overall support for the (SMS) Service Management System (aka. Astea Dispatch/1) and Return Authorizations (Repairs and After Market Shop) applications. DBA support with a major emphasis in stabilizing the database application (prevention of business downtime). DBA duties include: disk/block space management (adding extents), re-indexing, purging history, establishing and recovery procedures from a backup volume, CPU load management, memory management, monitoring efficiency and I/O throughput, improvement of programming methods, and database performance tuning. Conversion responsibilities include data selection and creating extract files for importing into the new forthcoming application.

Minor Tasks completed:

Assisted in providing information for Price/Waterhouse (SOX) Sarbanes-Oxley auditors. Participant in Windows XP Pro Service Pack 2 Implementation; created a test plan and executed tests. Developed and executed a long term plan to increase database performance and application stabilization.

Database Archive: Extracted all data from Progress and loaded it into SQL Server warehouse for Legal department archiving and SOX requirements.

Major Accomplishments:

Research and resolution of a particularly difficult index record locking problem in an intensely used (24x7) application. The problem was resolved using Progress Sequences to create various index keys. Wrote purge/delete programs to clean up the warehouse bin inventory records. Increased the integrity and accuracy of inventory control. Stabilization of the SMS application: Reduced downtime to less than 1% since March 2005. Substantial decrease in incident tickets (from hundreds per month to almost zero).

QAD MFG/Pro (version eB / HPUX / Progress 9.1d): Database Performance Tuning and elimination of monthend bottleneck in operations. Eliminated database downtime that occurred due to system overload. Worked with foreign staff to resolve problems in the following regions: Asia, China, Hong Kong, South Korea, Mexico, Singapore, and South America. Wrote executive summary reports to explain the performance improvements made and the statistics used to measure improvement.

QAD MFG/Pro Pre-Conversion Preparation and Planning: Configured new HP hardware and software to run MFG/Pro applications. Assisted in the implementation of a new HP hardware/software and Progress software production site. This was in preparation for moving all foreign applications to Milwaukee, WI.

Tyson Foods (formerly Iowa Beef Products) Sioux City, IA; Dakota City, NE; Garden City, KS
2 weeks in May 2004 www.tyson.com Progress Consultant
UNIX (SCO), Proprietary manufacturing and distribution control application, Progress v8.3b, v9.1, GUI v9.1

Responsibilities: Developed a central GUI interface to control inventory shipping. Imported and exported data from a 3rd party system that was controlling the loading dock floor. Assisted in performing the initial software install and monitoring of production while making new development changes. Assisted in testing other application developments and interfaces. XML file interchange.

AFFLINK Tuscaloosa, Alabama
January 2004 through May 2004 www.afflink.com Progress Consultant
UNIX (SCO), Proprietary Warehouse application (LEVEL5), Progress v8.3b, v9.1, GUI v9.1

Training/Education: Did classroom and online training for new staff hires. Helped mentor new programmers in Progress development while on the job training.

Application Development/Bug Fixes: Made several changes and enhancement to the warehouse application for various customers. Used UNIX grep command and Progress programming. Developed application to run on handheld units for RFID, Barcode scanning, and inventory.

Distribution Solutions Intl, Inc. Traverse City, Michigan

January 2004 through April 2004 (on contract remote through December 2004) www.dsii.com
Progress DBA/UNIX System Admin/Fathom Administration. Two weeks onsite (local), remainder was worked out remote (offsite) UNIX (SCO), various commercial and in-house developed applications related to a specialized shipping industry.

Database Performance Tuning and Monitoring: Used Fathom, UNIX Scripts and Excel to look for performance improvements and weekly monitoring of the largest databases. Some record removal was performed on some of the larger databases.

United Natural Foods, Inc. Brattleboro, VT; Westchester, NH; Dayville, CT
August 2003 www.unfi.com Progress DBA/UNIX System Admin/Applications Analyst
Digital UNIX (DGUX), WDSII Warehouse application, Progress 8.3b

Data Extraction/Conversion and Backup: Dumped data for 188 data tables in the WDSII application to ASCII text file. These files were compressed, backed up to tape (for permanent storage), and loaded into a SQL Server Data Warehouse. Used UNIX TAR and Compress commands.

Extraction of Open Accounts Receivables: Extracted over \$300,000 of open AR and Aged Receivables for the Finance department. Used the Progress programming language running against the WDSII application.

Data Center Shutdown: Collected Inventory, packaged hardware, assisting in the removal of mainframe and network components to be shipped to other UNFI facilities.

Binson Hospital Supplies/Medical Supplies/Home Health Care. Center Line, Michigan
June 2002-October 2002 www.binsons.com Independent Consultant

Code Cleanup Project: Bug fixes and some enhancements to existing medical supply and sales application (inventory, Patient management, Insurance coverage, etc). Written in Progress v8.3 Character.

Diaper and Incontinence (DIS) System (State of Michigan Medicaid Program): Developed patient demographic entry screens, business intelligence reports on patient sales information, online and report programs to control the number of shipments (quantity limits to a patient) demanded by the Medicaid rules, and Nurse/Doctor Patient Assessment screens required by Medicaid.

Patrick O'Malley for Governor Campaign State of Illinois June 2001- April 2002
www.omalleyforgov.com Independent Consultant-Campaign Zone Manager

Responsibilities: Primary responsibility is to develop a campaign field organization, implement campaign initiatives and strategy.

Major Accomplishments completed:

- Non-Technical: Successfully established a network of volunteers, township coordinators and specialists (some who managed smaller groups of volunteers).
- Technical: Designed and developed a Campaign Management database (VoterX) for voter targeting, volunteer resource management, phone banking, etc. This was a rewrite/conversion from Paradox to GUI Progress v9
- Technical: Integrating and converting several special interest group lists from various databases and formats into the VoterX (Progress) system.
- Technical: Successfully instituted and supervised regional campaign operations-Phone Banking, canvassing, targeting of voters, material and sign distribution throughout assigned territory.

American Medical Security Green Bay, Wisconsin June 2001-July 2001

www.AMSChoices.com Independent Progress Consultant

Responsibilities: Primary responsibility was to establish a project plan and assistance for upgrading client-server GUI Progress v8.3 to v9.1b. Additional responsibility was to train and educate technical staff on v9 Progress changes and Progress DBA utilities.

Major Accomplishments completed:

- Successfully established a project management plan comprised of 14 people (some who managed smaller groups).
- Successfully oversaw establishment of a v9 test environment for application systems testing.

WebMD Twinsburg, Ohio February 2001-May 2001

www.WebMD.com Independent Progress Consultant

Responsibilities: Primary responsibility was to develop and enhance the pharmacy application (Solutions Plus) running on the Progress Database. Additional responsibilities were to train and educate technical staff on web development skills, Progress programming, and Progress DBA utilities.

Major Accomplishments completed:

- Successfully analyzed and developed reports for the various clients using Solutions plus.
- Successfully trained IT and QA staff on basic HTML language as well as web development and support tools and procedures.
- Analyzed and offered solutions to repair corrupted Progress database.

Insurance Auto Auctions, Inc. (IAAI) Schaumburg, Illinois April 2000-September 2000

www.iaai.com Independent Progress DBA Consultant

Responsibilities: Sr. DBA for over 30 Progress databases operated nationwide. 24x7 operation. (Environment was Progress v7.3e and Webspeed, DG Unix) Primary responsibility was to discover and institute database performance improvements in the Progress Database.

Major Accomplishments completed:

- Successfully analyzed, designed, and developed a Reindexing procedure to rebuild all the Progress Database Index Tables. ReIndexing of all the Progress Databases could be completed on one weekend within nine hours run time (database backups included).
- Successfully moved all users (600+) from remote to local service to increase online response time and increase throughput.
- Analyzed and programmed a set of purge programs to remove ancient records from the online Progress databases and move the contents to an Archived read-only database.
- Developed and tested a set of procedures to defragment (dump and load) all the Progress databases.

Bell Sports Distribution Headquarters Rantoul, Illinois March 2000-April 2000

www.bellsports.com Independent Progress Consultant

Responsibilities: 1) Acted as a mentor and trainer to a new staff which was unfamiliar with Progress, 2) Acted as a technical consultant and provided business experience to improve the system and operations of the Bell Sports Warehouse and manufacturing facility. Implemented the NxTrend TREND package improvements for users at facilities in Canada, California, Pennsylvania, and Illinois.

Major Accomplishments completed:

- Gave new programmers direction and tips on the Progress language.
- Designed, developed and prepared implementation of successful improvements to the TREND application.
- Found program errors and corrected them for the various business users.

Standard Register Headquarters Dayton, Ohio January 1999-March 2000

www.standardregister.com Independent Progress Consultant

Responsibilities: Implementation of the latest version of Astea's Dispatch/1 package. Upgrade of Astea version 4.5 to 6.2h

Major Accomplishments completed:

- Designed, developed and installed a successful upgrade implementation to the latest version of Astea Dispatch-1 version 6.2h.
- Completed Mapping and data conversion of over 130 database files. The implementation was executed over one weekend without any disruption to the business environment.
- Researched, designed, and programmed special custom programs to allow the field management to: 1) move equipment from one customer site to another customer site, and 2) make mass realignments throughout the system with respect to territories and cost centers.
- Developed special custom programs to: 1) generate mass PM (preventive maintenance) service Work Orders, 2) to forecast PM Work Orders in the future, and 3) to document actual Work Orders completed for a given time period.

Rockwell Automation (A-B) Global Headquarters Milwaukee, Wisconsin February 1998-

December 1998 www.rockwellautomation.com Independent Consultant

Responsibilities: Implementation of Astea Dispatch/1 (aka. Service Management System) Customer Service package. Included troubleshooting, design development, and basic consulting.

Major Accomplishments completed:

- Designed, developed and installed a successful completion of the Global BBB system (Bookings, Billings, and Invoicing).
- Assisted in the design, development of a customized Return Authorization (RA) Repair Service Management module.
- Developed and designed several customized online and printed management reports for Service Management (Job Costing, Work Orders, Customer Contracts, and Return Authorizations, etc).
- Developed package standards for software development, custom reports and online inquiries.
- Developed online interactive screens in Progress v7 CHUI.
- Fixed many problems with data entry screens and incomplete user data entry.
- Acted as Senior Dispatch/1 Progress consultant in redesign and development of the Service Management System. Current SMS application handles \$900 million annual in revenue for Rockwell Automation.

Snap-On Tools World Headquarters (Sun Electric) Kenosha, Wisconsin

June 1996-February 1998

Programmer/Analyst to Sr. Programmer/Analyst

Responsibilities: IT applications support for corporate Snap-On Tools Field Service Technicians and Customer Service applications. Primary IT tools used were Progress version 7 database and HP UNIX. The primary package developed was Astea's Dispatch/1 - a customer service package with inventory, sales, and work order management functions. Analyze business requirements, make recommendations, develop new reports based on corporate Service database. Upgrade and install new versions of database and application software. Primary IT tools used were MS-Access, Progress version 6 database and HP UNIX.

Major Accomplishments completed:

- Developed custom reports to manage work order, sales commissions, labor management for the Customer Service area ("EQUISERV") management and the Regional Snap-On Repair Centers.
- Reduced EquiServe Parts Management weekly operations runs from 34 hours to 6 hours.
- Participated and accomplished an upgrade from Progress version 6 to version 7.
- Participated and accomplished a major upgrade of the Astea Dispatch/1 package.
- Data Mining; Wrote dozens of new reports and data extracts that helped analyze the business operations of the customer service department.
- Wrote new reports and downloads for the Snap-On corporate engineering and cost accounting departments to analyze and report volume and profitability of the Snap-On Repair centers.
- Rewrote custom software and reloaded data in the Dispatch/1 system that accommodated a complete branching restructure from the finance department.
- Specialized reports for large chain customers. i.e. Wal-Mart, Sam's, Pep Boys, etc.
- Wrote new reports to reduce shipping backlog and increase timeliness on purchase orders.
- Piloted and startup of an external help desk call tracking system. This system was previously a failure. The project was restarted under my direction and effort to become a key system with respect to customer service and product support.

- Wrote three new reports for inventory and material purchasing for the Dispatch Service department which decreased inventories by about 1.7 million per year. Designed and coded new balancing reports that allowed the service department to trial balance their income on a daily basis instead of waiting for month end.

Baxter Surgical Division

Round Lake, Illinois

June 1997-July 1997

Independent Consultant (This position was completed concurrently with the position at Snap-On above)

Acted as VAX/VMS specialist with an electronic mail specialist to resolve long term VAX server-MS-Mail problems at the Round Lake facility. This assignment was an emergency situation. We were successful in finding the problem immediately and establishing a plan to correct the problem in a timely manner. The MS-Mail system had been previously inoperable for several weeks before we arrived.

G.D. Searle World Headquarters (Monsanto)

Skokie, Illinois August 1987-April 1996

Searle Information Technology-Programmer to Senior Analyst Programmer, part time Database Administrator (DBA) for MRP and QA systems, International Systems Group

Responsibilities: Designed and developed computerized solutions to meet business needs and problems effectively and expediently. Educated and trained non-IS users in how to use technology to help simplify, organize, and streamline personal and corporate work.

Major Accomplishments completed

- Database Administration/Operations: Improvements were made to streamline and simplify the process of computer operations and database administration. Incidents and problems were reduced up to almost zero, less than .01% failure rate on nightly production and daily online systems.
- Mainframe Outsourcing: Completed centralizing mainframe operations from Skokie, Illinois to St. Louis, Missouri. This created a reduction in operating costs of 1.5 million per year to Searle.
- Chemical Order Entry system rewrite: Completed a redesign and rewrite of the Chemical Order Entry system which processes all sales order, invoicing, and history accumulation for Searle Chemicals, Inc. bulk chemical sales. This reduced order processing steps from 65 to 6 screens.
- Winner of the New Ideas Program: Received an award from the CEO of Searle and Executive Board of Monsanto for having one of the top new ideas for corporate improvement in 1994.

Major IS Development Projects Completed:

- Several new applications were designed and developed, as well as commercially packaged applications, for Searle Technical Operations (Corporate Safety, Quality Assurance, Production planning, and other functional areas of the company) to automate and streamline day to day operations. Participated in the development and enhancements of the MRP II system.
- Independently piloted and assisted in implementing several applications companywide which were new to the market (ie. MS-Project/Lotus Notes/Project Gateway/Lotus Approach 3). Provided technical consultation to the Monsanto Headquarters corporate information systems and business users.

Terracon Consultants, Inc. Cedar Rapids, Iowa December 1986 - August 1987
DP Manager/Systems Manager

Responsibilities: Provided support for all financial and scientific application systems. Reported directly to the company comptroller, and president of each the two divisions of the company.

Major Accomplishments and Initiatives completed:

- Operations stability: Created procedures and policies for a vast improvement in computer operations; several operational improvements were made to the point of reducing computer downtime and increasing the online access system availability. Implemented a program of computer processing expansion in adding new disk drives and additional memory. Completed an initiative to decrease disk fragmentation, which had been causing serious operational problems. Computer room protection program was initiated and implemented to protect the company's power lines from electrical surges, spikes, and lightning.
- Increased systems availability: Moved all accounting, financial, payroll, and personnel processes to run in batch jobs as overnight processes, freeing CPU time which had been bottlenecked into six hours per day.
- Company data processing restored from systems crash: Initiated and implemented a (DRP) Disaster Recovery Plan create regular mainframe backups; this lead to a real mainframe recovery of a complete CPU crash which occurred within days of the program implementation. Previous to the DRP program, all systems and data from the inception of the company would have been permanently lost.
- Start of Personal Computing environment: An electronic network was started using communications and networking software and hardware which linked in the other company sites in realtime online mode.
- IS Applications Developments Completed: New scientific applications were customized and installed for the geophysical engineers and scientists. Word Processing capability was upgraded and installed for the secretarial staff.

Grinnell Mutual Reinsurance Company Grinnell, Iowa February 1984-December 1986
Jr. Programmer to Programmer Analyst www.gmrc.com

Responsibilities: Designed, coded, developed, tested, and debugged financial and accounting software.

Major Accomplishments:

- Financial Systems conversion: Decreased nightly Financial batch run times, in some cases, from 33 hours to 0.5 hours. Completed the conversion of all Life Insurance, Accounting, Financial, Payroll, and Billing Systems from Sperry Univac to Digital VAX while keeping these systems business operational to continued business operations day to day, 24-hours a day. The Financial and Direct Billing system was the primary income for 65% of company revenues and operations. Lead technical person and project leader for a staff of 12 full time and 2 part time persons in charge of converting all applications from the Sperry Univac to the DEC VAX VMS environment.
- Established IT Operations procedures and support methods for the DEC VAX operations area.

Greene Manufacturing

Racine, Wisconsin Jan 1982-June 1982, Dec 1983 to Feb 1984

Systems Analyst/programmer student internship coop.

Responsibilities: Primary responsibility was to develop a Statistical Quality Control package for engineering monitoring of Quality Control.

Major Accomplishments:

- Completed a Quality Control system that was extremely accurate in statistics and data intake.
- Customized reports to the satisfaction of engineering and senior management. These reports were used to increase quality control and were of great benefit to the manufacturing area of the company.

Continual Ongoing Project

Garrison Systems Inc. Development ongoing since September 2001

www.garrison1.com Voter Targeting database and Campaign Management System (“VoterX”)

Initiative: Developed an application for resell, reuse in the political campaign market. Modules include voter targeting, demographic research, weighted ranking reports, priority targeting reports, contact information for special interest groups and campaign volunteers. Ability to do data conversions and imports from various other databases.

Written in Progress v9.1d GUI using Dynamic Queries (new to v9.1b) and other advanced features.

FORMAL EDUCATION

Keller Graduate School of Management Chicago, Illinois MBA July 1994.
Emphasis in (International) Marketing, Strategic Planning, and Human Resources.

University of Wisconsin Kenosha, Wisconsin BS December 1983
Major: Business Management/Information Systems

Many other professional and technical seminars attended on Interpersonal Skills, Working in Teams, Systems Analysis, project management methodologies, etc.

Public Committees/Boards

Selective Service System Board (SSSB member) June 2017 – present
Local military service selection and appeals board.

Zion/Winthrop Harbor Cable Commission (Chairman) 1993-December 2004
Regulates operations, customer service, rate increases, budget, equipment purchases, technology, service expansions; oversees production and broadcasting for the local Cable franchise (Comcast). The

Commission also includes Comcast Broadband Internet services and user fees. Responsible for budget of over 750K. Also a member of the Lake County Cable Advisory Consortium (LCCAC). In December 2004, received a "Resolution of Commendation" for outstanding service as the Chairman of the Cable Commission.