DETAILED RESUME OF WILLIAM M MAINTZ II

5 Lussac Court
Home: 636-625-1118   **Lake St. Louis, MO 63367-1914**   Cell: 314-852-6074
bill@allbusinesscomputerservices.com

PROFESSIONAL SUMMARY

Senior-level **Hands-On Project Manager and Technical Lead** who has architected and managed the design, development, testing, and support of applications and systems within multiple industries. From the beginning, has helped organizations **improve** their **internal controls** through proper and **thorough analysis and systems design**. Initially, **developed software applications** to help sell computer hardware within a computer retail operation, and was promoted from salesman to store manager, to regional manager, to the **VP of Operations** and, in so doing, helped that **company triple its size**. Then built upon that experience and knowledge by helping a **computer franchisor grow to 96 locations** nationwide as their Director of Hardware and Software. **Developed proprietary software** to accompany the business systems that the franchise sold and that software set them apart from their competitors. Furthered those **software development skills** by working with two software application companies, and after rising to the position of National Marketing Manager and Divisional Vice President within those firms, **helped them take their applications to the international marketplace**.

Started consulting with other companies to help them improve their software development efforts. Most notably, this included helping to **integrate Ralston Purina's manufacturing production line with their warehouse inventory control system within their 12 manufacturing/warehouse locations,** helping **Noridian Healthcare Solutions double the volume of Medicare/Medicaid claims they were able to process,** and helping **TriZetto either install or upgrade their Healthcare Payor Application Suite into over a dozen organizations**. Also developed, an **image storage and retrieval system** for Citicorp Mortgage, a **communication sub-system** for Bridge Communications, and, more recently, applications and/or systems to help the ever-changing world of **healthcare**.

In accomplishing all of this, I've become a **versatile communicator** demonstrating **excellent oral and written communication skills** by delivering technical and business information to diverse audiences, from small senior management groups to large convention assemblies.

EDUCATION

B.S., Business Administration/Management Information Systems, Southern Illinois University, Edwardsville, IL

M.S., Full-Cycle Computer Software Development, School of Hard Knocks,☺ St. Louis, MO

TECHNICAL SKILL SET

OPERATING SYSTEMS:
- Windows NT / 95 / 98 / 2000 / 2003 / 2008 / XP / Vista / 7 / 8, UNIX, AIX, HP/UX, LINUX

LANGUAGES:
- C, C++, C#, Visual Basic, VBA, VB Script, Java, JavaScript, JSP, JSON, JQuery, Windows Script, PowerShell, UNIX Shell Script (sh, ksh, csh), PERL, HTML/HTML5, Razor CSHTML, CSS/CSS3, ASP.NET, ADO.NET, MVC, XSLT, XML, XAML, Silverlight (3-5), Entity Framework, Angular.js, Bootstrap.js, node.js

DATABASES:
- Sybase (11.x, 12.x, 15.x), Oracle (7.x, 8i, 9, 11), MS SQL Server (6.5, 7.0, 2005, 2008, 2010, 2012), Informix, DB2/2, ERwin DB Modeling (3.5.2), Power Designer 10.0

TOOLS:
- MS Office (2003-2013), MS Project, MS Visio, SharePoint, TFS, Visual Studio (6-2013), Expression Blend (3-4), InfoPath, TFS, SourceSafe, PVCS, sccs, git, Jira, Apache Ant, npm, grunt, bower, yeoman, Karma, Protractor, Subversion, Eclipse, WebSphere, MS IE, Netscape Navigator, Google Chrome, Firefox, EC Gateway, SSIS, SSMS, SSRS, Crystal Reports, Business Objects, Data Integrator, Brio, HPXR, Clarity

OTHER DISCIPLINES:
- EDI, X12, ETL, Data Mart, Data Warehouse, n-tier App Dev, TriZetto/Erisco FACETS versions 2.94-5.01, Broadband RF, Bar Code Labeling

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EMPLOYMENT HISTORY

Beacon Hill Technologies, Senior Project Manager, June 2014 to January 2015

Express Scripts Inc.   **St. Louis, MO**

Project Timeline: June 2014 – December 2014
The client was updating the claims processing logic for multiple high volume clients that required some special handling of their member's pharmaceutical prescriptions. The modification of the business logic and claims adjudication process required the coordination and combined efforts of both onshore and offshore personnel. Express Scripts Inc. (ESI) utilized a very strict and well-defined "Express One" methodology that clearly separated the multiple phases of a project and a list of deliverables that needed to be completed and approved within each phase in order to move from one phase to the next. Over the term of my contract, I managed three separate projects and delivered all three under-budget and two out the three on time (one was postponed due of its dependency on another project's delayed implementation date).

Environment:
> Windows 7 Workstation, MS 2010, MS Visio 2010, MS Project 2010 Professional, SharePoint 2007 & 2010, Clarity, VPMi, and ARC.

Responsibilities: (Senior Project Manager)
- Worked with multiple onshore and offshore teams in multiple locations to define, design, develop, and test solutions to the identified business requirements prior to implementing them into the production environment.
- Worked with multiple department heads to more accurately define the level of effort (LOE) from an initial rough order of magnitude (ROM) created as a part of the project charter.
- Converted the multiple LOE's into individual tasks that identified the number of resources needed by each team to complete their portion of each project phase which lead to a complete work breakdown structure for each project.
- Worked within the EPMO department of ESI to coordinate the use of matrixed resources who were also working on several other projects, simultaneously.
- The successful deployment of each project's solution into production.
- The post-production support effort for each solution.
- Simultaneously managing multiple projects, each having different delivery dates – one having at least one implementation each month over a six-month span.

GenPact-Jawood, Senior Project Manager, May 2013 to Oct 2013

Noridian Mutual Insurance Corporation (NMIC)   **Fargo, ND**
(Noridian Healthcare Solutions, Blue Cross Blue Shield of North Dakota, Blue Cross Blue Shield of Wyoming, Blue Cross Blue Shield of Nebraska)

Project Timeline: May 2013 – October 2013
The client was replacing its EDI processing engine with a more robust, configurable, and scalable suite of products. The X12 claims transactions were being processed for BCBSND, BCBSWY, Iowa Medicaid, and Medicare Jurisdiction F and a significant increase in the transaction volume as a result of them being awarded CMS Jurisdiction E. All transactions needed to be processed accurately, efficiently, and within the SLA's dictated by CMS and the Blues Association. The anticipated increase in transaction volume as a result of them being awarded CMS Jurisdiction E, necessitated a more robust and more economical solution. As **Senior Project Manager** for this effort, I needed to **coordinate the activities of multiple departments** within not only NHS, but also coordinate those activities with a number of external organizations, like BCBSND, BCBSWY, IAMCD, CoreLink, and the software vendor, TIBCO. I also took over **the project management of a Provider Portal Project using Agile methodology** and Jira as the tool to manage, track, and report on its progress.

Environment:
> Windows 2008R2 Application and Web Servers, LINUX EL6 Application and Database Servers, TIBCO Application Suite (TI Portal, Foresight, Business Connect Gateway, Business Connect Interior, Business Works, Instream), Oracle 11, Windows 7, Windows Office 2010, MS Visio

2010, MS Project Professional, Project Server, SharePoint 2007 & 2010, MS SQL Server 2008, Jira.

Responsibilities: (Senior Project Manager)

- Worked primarily with the NHS EDI Team and TIBCO, the 3rd party software vendor, to develop the project plan that would encompass the efforts of 6 separate business entities and multiple departments within those business entities.
- Worked within the EPMO department of NMIC (the parent company) to coordinate the use of matrixed resources who were also working on several federally demanded projects, like the Affordable Care Act (PPACA or Obama Care), ICD-10, Health Insurance Exchange (HIX), and the newly acquired contract for Jurisdiction E of CMS.
- The design, procurement, and installation of a significant infrastructure that transcended four separate environments within their SDLC model.
- The communication of processes from that infrastructure to various internal platforms including a mainframe and various external sources including the Blue Exchange.
- The research, design, and implementation of a multi-company, multi-departmental testing effort that included issue tracking, triage, resolution (break-fix), and retesting.
- The successful deployment of that solution into production
- The support network for that solution, thereafter.
- The project management of a second project, a provider portal, used to register providers and test the validity of their electronic claims submissions.

All Business Computer Services LLC, Senior Consultant, Jan 2005 to Present

Government Employees Health Association (GEHA) *Lees Summit, MO*
(through HP Technologies)

Project Timeline: August 2012 – February 2013
GEHA was implementing TriZetto's Facets V5.01 application after using its predecessor, Erisco's Claim Facts, for a number of years and wanted to replicate a number of the reports they used in their daily operations. This effort included the development of business requirements, story cards, and technical specification documents and the associated SQL for each report utilizing both the Facets data model and the hpXr d atamart data model, after performing the necessary business analysis to determine the needs of the business owners that would be using those reports in the daily operation of their respective departments.

Environment:

Facets 5.01, hpXr Datamart, Windows 7, Windows Office 2010, MS Visio 2010, SharePoint 2010, IE 8, MS SQL Server 2008, and SQL Management Studio.

Responsibilities: (Business Analyst / Report Designer)

- Worked with the Business Owners and Subject Matter Experts (SMEs) to develop the report design documents used by the offshore team to develop the reports.
- Since most of the reports were duplications of the existing reports that GEHA used with their existing Erisco Claim Facts system, the design documents included both a current state and future state definition and comparison.
- Also created the Structured Query Language (SQL) used to generate the data used in the report.
- Since the reports were designed to run from the hpXr datamart used in conjunction with the Facets application and database, the SQL generated included both a Facets version and an hpXr version.

MED3OOO *Pensacola, FL*
(through HP Technologies)

Project Timeline: August 2011 – July 2012
The client wanted to deploy **TriZetto's WebSphere-based CWS Web Portal** to 5 separate environments for 3 separate customers, including the State of Florida's Children's Medical Services, and perform custom modifications, specific to each customer, to each web portal. As the **Lead Web Portal Developer**, I modified

Java Server Pages, JavaScript, HTML, CSS, MS SQL stored procedures, Web Services, Windows script command files, and WebSphere configuration settings. Some of the modifications made to the CWS web portal were in concert with C# extensions made to the Facets GUI application. All modifications included the creation of supporting documentation and the storage of those modifications in the **TFS source code repository**. A standard directory structure and several supporting command files were created which allowed the user to start, stop, and monitor the operation of the web portal and its supporting systems.

To ensure that my successor would be able to install any future client's environment, **I created a standard installation document**, I created detailed step-by-step installation instructions to walk him through the complicated processes on each of three server types involved. This standardized installation process led to a less error-prone deployment.

HealthNow of New York   Buffalo, NY
(through Invoyent)

Project Timeline: October 2010 – February 2011
The client, Blue Cross Blue Shield of Western New York and Blue Cross Blue Shield of Northeastern New York DBA HealthNow of New York wanted to **upgrade its TriZetto Facets** 4.41 application to the 4.71 version and upgrade its **I.T.S. Blues Association application** to 11.2 on the same weekend. They also wanted to perform this upgrade in a more structured and controlled testing environment that followed a very **strict SDLC model** and they wanted to do it using the **newest testing methods and tools**. In order to accomplish all of this, additional development and test environments and their associated support systems needed to be constructed along with the installation of a number of development tools, testing tools, and a variety of additional applications to support the initiative. The multiple development environments along with multiple test environments were established for this upgrade which allowed the existence and **integration of multiple parallel development efforts**, as well as **separate QA Testing, User Acceptance Testing, and Performance Testing**.

I worked with the Project Teams to **gather specific project details and requirements** associated with the proposed environments, assisted in **preparing the environment project plans including the project schedule, budget and resources**, and coordinated the completion of the necessary activities and tasks with technical teams based on those project plans. I also **established and executed standards** to maintain the integrity and productivity of each environment, **reviewed/approved proposed coding and/or data changes** to each environment based on defined entry/exit criteria and SLAs, **reviewed/approved proposed application and/or infrastructure changes** to each environment, **oversaw the risks and mitigation strategies**, and, basically, acted as a **liaison with the business and IT support teams**.

Western & Southern Financial Life   Cincinnati, OH
(through HP Technologies)

Project Timeline: April 2010 – August 2010
The client wanted to migrate from its legacy system, Erisco's Claim Facts, to **TriZetto's Facets** 4.51 application since Claim Facts was no longer going to be supported. Unlike most major health plan organizations that use Facets, Western & Southern Financial Life (WSFL) was primarily a life insurance company that did not pursue external health plan clients or members. They used this software to simply provide health plan coverage to all of their employees, spouses, and dependents.

I worked with the Interface Team in **identifying gaps in the multiple interfaces** that were developed for communicating between third-party trading partners, clearinghouses, and other external business entities. I also **created an automated utility for comparing** the contents of each interface file with a "golden" copy. It performed a row by row and column-by-column comparison of each and helped confirm whether or not the new interface was ready for production. And finally, I worked with the Reporting Team in **developing templates to be used in creating a "standard" look to all of the Crystal Reports** developed for the project.

Blue Shield of California   San Francisco, CA
(through Mekaza, Inc., Spherion, & ABCS)

Project Timeline: August 2007 – December 2009
The client wanted to migrate from its legacy system to **TriZetto's Facets** 4.61 application to take advantage of the flexibility that change would provide to their core business processes and their ability to respond to the ever-changing customer needs. Although the initial plan was to migrate just the core business processes, the scope

was expanded to include the **revamping and modernization of BSC's major infrastructure** as well. This included the **implementation of an Enterprise Service Bus** that would insulate changes made to external systems having significant impact on internal systems or processes. **The project also involved** the combined efforts and coordination of activities between not only BSC and TriZetto, but also **two additional vendor partners**, EDS and CTS, who were included in the development and deployment of this very complex and integrated system.

I started this project **working with the Infrastructure Design Team defining the internal infrastructure** to be used to support the implementation of the TriZetto Facets application and all of the peripheral systems with which it would be communicating. This included the **reporting platforms, the Informatica data warehouse platform, the enterprise service bus, and the network storage systems**.

Because there were going to be **multiple development tracts** involved in the final deployment, numerous environments were requested by each of the development teams. I **identified the need for environment rationalization** and the need to create an authoritative body within Blue Shield that could help control the proliferation of environments that would occur without that governing body. **I defined the charters and created three separate governing bodies** designed to rationalize, analyze, scrutinize, approve or disapprove the creation of new environments for the Shield Advance program. I then helped select the participating members of the three governing bodies so that appropriate membership from all business and technical areas of the company would be represented. The Environment Management Team consisted of 40 business and technical representatives from numerous departments within the company.

As **the Environment Governance Lead**, I became **responsible for streamlining the environment requirements gathering process**. I defined the process, created the documents to collect the data, and created the template documents used to solicit the request for environment approval. I **worked with, instructed, and helped multiple teams define and gather their business and technical requirements** so that the system architects could properly design and size the solution systems that would be used by these teams. As the **appointed meeting facilitator of the Environment Management Team meetings**, I was **responsible for developing the weekly agendas, organizing the topic presentations, helping the membership rationalize, analyze, scrutinize, and vote** on the addition of newly requested environments, and then tabulate and record the votes collected and publish the results.

I was also **appointed the meeting facilitator of the Environment Governance Board (EGB)**. The EGB was the executive level governing body that had the budgetary approval authority to approve the expenditure of funds needed for the addition of new environments and subsystems. I helped its membership make intelligent business decisions by **analyzing the cost and ROI** associated with each requested environment.

Later, as the **SCRM Project Manager**, I **developed a project plan that identified the tasks, activities, deliverables, and milestones** pertaining to the work of the Software Configuration & Release Management (SCRM) Team and **managed that team of 10** to complete them on time. **Using Project Server**, I **integrated the SCRM project plan with the other teams' project plans** through a defined set of "Gives" and "Gets" to and from each other's plans. **I identified risks and issues** associated with inter-team handoffs, delays, work-arounds, etc. that would impact the SCRM Team's ability to complete their tasks on time and within budget and **conducted weekly team meetings** to review my team's progress toward the completion of each assigned task.

APS Healthcare   *Silver Springs, MD*
(through HP Technologies)

Project Timeline: March 2007 – July 2007
The client was a four million-member mental health insurer that wanted to upgrade its version 2.96 Facets application/database to version 4.01 and then from 4.01 to 4.31 in a single weekend. The physical conversion time was originally expected to take almost 90 hours. After analyzing the list of tables to be converted, the order in which they were to be converted, the database configuration, and server configuration, recommendations and subsequent adjustments were made that allowed the double conversion to version 4.31 to occur in less than 30 hours. Being a hosted client, the upgrade required the involvement and coordination of activities between the client and TriZetto's hosting center in Denver, Colorado. Because of the increased functionality built-in to the new version, the upgrade required the redefinition of multiple Customer Service business processes and workflows, the incorporation of new EDI forms processed through the HIPAA Gateway, and the remediation of several custom applications, interfaces, extracts, DTS packages, and reports. The project required not only technical leadership overseeing the upgrade of custom reports, interfaces, DTS packages, and custom

applications, but also, due to the untimely exit of the project manager, required the assimilation of project management leadership, as well.

Environment:

Facets 2.96, 4.01, & 4.31, Windows XP and Server 2003, IBM AIX, Sybase 12.5, SQL Server 2000, Windows Script, SQL Server DTS and Reporting Services

Responsibilities: (Technical Lead / QA Manager / Co-Project Manager)

- Provide technical leadership on the Facets conversion process, including the automation and execution of over 200 custom SQL scripts that extracted data from both systems, compared the results, and provided feedback to the business teams of the outcome.
- Re-organize and complete the project plan
- Provide technical leadership on the testing of business processes and scenarios that would validate the effective conversion of the data.
- Coordinate the activities of 10 business areas (Benefits, Claims, Customer Service, EDI, Finance, Manual Eligibility, Member Referral, Provider Networks and Pricing, Provider Operations, Reporting) with the activities of the IT department.
- Oversee the QA of all data, interfaces, and processes used in the new version.
- Work with the technical staff at the hosting center to resolve any technical issues that arose from the upgrade process.
- Provide technical leadership on the conversion of reports, interfaces, DTS packages, and custom applications.
- Help define, organize, schedule, and coordinate all activities involved in performing a Parallel Test of the old and new systems, in performing the System Integration Tests, and in performing the End to End Tests of all jobs, interfaces, reports, and output.
- Provide technical leadership to the client's staff regarding the installation, configuration, and integration of the non-hosted Letter Server.
- Provide technical leadership to the reporting staff regarding the use of XML output files and the incorporation of same into their reporting process.

BCBS of Louisiana   Baton Rouge, LA

(through HP Technologies & First Consulting Group)

Project Timeline: February 2006 – March 2007

After converting approximately 50,000 HMO members in "Wave 1" of this activity, the client continued the "Wave 2" activity by converting about 400,000 PPO members from their legacy system to Facets version 4.11 using a monthly installment approach of converting 1/12th of the membership per month based on anniversary date. This conversion included not only the transfer of basic data like membership, groups, billing, eligibility, claims history, and provider information, but also included the creation of over 35 interfaces, 200 reports, 6 custom applications, additional tables and table content in their local data mart, and additional operational utilities to maintain and control the additional functionality provided. The client also requested help in analyzing various aspects of their automated batch schedule to determine the best configuration for current claims volume and the best configuration for the anticipated claims volume after completing the final phase of the "Wave 2" membership conversion.

Environment:

Facets 4.11, Windows XP and Server 2000, IBM AIX, Sybase 12.5, SQL Server 2000, Windows Script, SQL Server DTS and Reporting Services

Responsibilities: (Technical Lead / Project Manager)

- Provide technical leadership on the development and implementation of over 35 interfaces.
- Provide technical leadership on the development and implementation of over 200 reports.
- Provide technical leadership on the development and implementation of 6 custom applications.
- Provide technical leadership on the configuration and performance tuning of the database, servers, and batch schedule.
- Provide technical leadership on the design and development of a data warehouse, data mart, and data store and the automated population of same via the interfaces.

- Provide technical leadership throughout the SIT Testing effort and on through the Volume and Stress Testing effort.

OSF HealthCare   Peoria, IL
(through HP Technologies)

Project Timeline: August 2006 - November 2006
The client wanted to upgrade its version 2.96 Facets database to version 4.11 and then from 4.11 to 4.21 in a single weekend.   The physical conversion time alone was expected to be in excess of 25 hours.   After analyzing the list of tables to be converted, the order in which they were to be converted, the database configuration, and server configuration, recommendations and subsequent adjustments were made that allowed the double conversion to version 4.21 to occur within a 14 hour timeframe. The client also wanted to implement an ASO reinsurance datamart that would extract data from that Facets database and two external data sources, integrate them into a single datamart, and produce automated reports that would be available via a Sharepoint Portal and SQL Server Reporting Services. This was a fast-track project that included discovery, requirements definition, design, development, testing, implementation, and rollout into production in a 45 day time period.

Environment:

Facets 2.96, 4.11, & 4.21, Windows XP, IBM AIX, Sybase 12.5, SQL Server 2000, Windows Script, SQL Server DTS and Reporting Services

Responsibilities: (Technical Lead)
- Provide technical leadership on the Facets conversion process and the automation thereof.
- Provide technical leadership on the configuration and performance tuning of the database.
- Provide technical leadership on the design and development of a data warehouse, data mart, and data store and the automated population of same.

Blue Cross Blue Shield of Michigan
TriZetto Hosting Center   Greenwood Village, CO

Project Timeline: March 2005 - July 2006
Provided technical leadership and consultation to Blue Cross Blue Shield of Michigan, on behalf of The Trizetto Group, for the ongoing support of the technical infrastructure and supporting scripting system (dubbed Launchware) that provided standardization, environment independence, multi-server communication, and task-launching capabilities to 10 separate Windows and UNIX servers in each environment.

Environment:

Facets 2.96 & 4.11, IBM AIX 5.1, Windows XP, Sybase, bcp, PERL (Unix/Windows), UNIX Bourne Shell and Korn Shell Scripting, Excel, VBA, XML, Business Objects, Brio, Data Integrator, Vitria, ftp, MQSI, Windows Script

Responsibilities: (Technical Lead)
- Provide technical leadership on the upgrade and implementation of two major application servers.
- Provide technical leadership on the reconfiguration and implementation of Launchware on the two new application servers and its incorporation into a Facets 4.11 environment from 2.96
- Provide technical leadership on the redesign, development, and consolidation of three separate applications into one.
- System Architect & Designer of LaunchWare.
- Designer and Developer of the Automation of the Bill Print Solution.
- TierMed ftp and VPN communication subsystem.
- Business Objects Archive and Purge Automation
- Data Integrator Parameter Table Standardization and Automated Update
- Automated Archive File Purge on ALL systems
- LaunchWare Notification Subsystem Development & Implementation
- LaunchWare Runstats Gathering Development & Implementation
- Development, Implementation, & Production Code Promotion
- Development, Implementation, & Production Troubleshooting & Support
- Scripting Technical Issue Management

- UNIX & Windows Scripting Development & Maintenance
- UNIX & Windows Scripting Automated Code Generator
- UNIX & Windows PERL Scripts
- UNIX & Windows ftp communication and ftp scripts
- Sybase SQL and Stored Procedures
- Windows VBA and XML
- Creation and Continued Revision of Trizetto Coding Standards
- Creation and Revision of Transition Documentation

United Health Care
TriZetto Hosting Center   Greenwood Village, CO

Project Timeline: January 2005 - March 2005

Provided technical leadership and consultation to United Health Care, on behalf of The Trizetto Group, for the creation of the technical and functional design documents involving the merging of two separate production databases into one while upgrading both to the current release level.

Environment:

Facets 2.96 & 4.11, Windows XP, Microsoft Word & Excel, Sybase 12.5

Responsibilities: (Technical Lead)

- Provide technical leadership on the merging of two production databases.
- Provide estimates on upgrading the custom utility I wrote, for performing the merge, to Facets version 4.11 from version 2.96
- Provide expertise and step-by-step details to the functional design of the merge.

Lanier & Associates, Senior Consultant, February 2003 - January 2005

TriZetto Hosting Center   Greenwood Village, CO
Caresource Indiana

The client was moving from a legacy system to Facets and needed to convert its legacy data to a format that could be loaded into Facets. This required the analysis of the legacy data, the relationships between the multiple tables from which the data was to be extracted, and the reassembly of that data for insertion into the Facets relational data model.

Environment:

Facets 2.96, Windows XP, Microsoft Excel, Microsoft SQL Server 2000 & DTS

Responsibilities: (Technical Lead)

- Automate loading of relational data from flat files into an RDMS.
- Automate the filtering of the data into target database tables
- Automate the creation of SQL code that will insert the filtered data into a Facets 2.96 database.

TriZetto Hosting Center   Greenwood Village, CO
Blue Cross Blue Shield of Michigan

The client wanted to add hundreds of customized reports and letters to the standard Facets application configuration. Each report needed to be capable of being launched separately or combined with several others on a predetermined schedule. The task required a complete analysis and understanding of the two operating system platforms and 10 different servers for each of five separate environments. It necessitated the development and use of a code generator that allowed for the continued refinement of over 1500 scripts in those five environments. This positively affected the code promotion process, reducing the error rate from 28% of the problems to less than 2% of the problems. This also prevented an $18M penalty from being levied because it was the most significant reason that the client was able to meet its targeted delivery date with its customer.

Environment:

> Facets 2.96, 3.x, & 4.x, IBM AIX 5.1, Windows 2000 & XP, Sybase, bcp, PERL (Unix/Windows), UNIX Bourne Shell and Korn Shell Scripting, Excel, VBA, XML, Business Objects, Brio, Data Integrator, Vitria, ftp, MQSI

Responsibilities: (Technical Lead)

- System Architect & Designer of LaunchWare.
- Designer and Developer of the Automation of the Bill Print Solution.
- TierMed ftp and VPN communication subsystem.
- Business Objects Archive and Purge Automation
- Data Integrator Parameter Table Standardization and Automated Update
- Automated Archive File Purge on ALL systems
- LaunchWare Notification Subsystem Development & Implementation
- LaunchWare Runstats Gathering Development & Implementation
- Development, Implementation, & Production Code Promotion
- Development, Implementation, & Production Troubleshooting & Support
- Scripting Technical Issue Management
- UNIX & Windows Scripting Development & Maintenance
- UNIX & Windows Scripting Automated Code Generator
- UNIX & Windows PERL Scripts
- UNIX & Windows ftp communication and ftp scripts
- Sybase SQL and Stored Procedures
- Windows VBA and XML
- Creation and Continued Revision of Trizetto Coding Standards
- Creation and Revision of Transition Documentation

TriZetto Hosting Center   Greenwood Village, CO
EC Gateway Script Duplication System Project

The creation of EC Gateway scripts was done differently by just about everyone responsible for developing them. TriZetto management asked for a system that would reduce the hours spent in producing a script, as well as a system that would provide some standardization in the code creation process. It was initially stated that developers were having to spend an inordinate amount of time creating and then, debugging the scripts they created for moving medical record documents around from one server to the next. The system I developed would not only create the script itself, but would also create the supporting files including all of the Word documents used in the Code Review process, the Visio flow diagrams, the code listings, the log listings, the trace files, the test files, and the test files directory hierarchy. What used to take a week or more to complete, was now capable of being done in a day.

Environment: EC Gateway, Facets 2.96, Windows 2000, Sybase, PERL 5.6, UNIX utilities

Responsibilities: (Technical Lead)

- Designed and built the EC Gateway Script Duplication System from the ground up.
- Conducted individual and classroom training sessions to transfer the knowledge to the local full-time and contracted staff members.

TriZetto Hosting Center   Greenwood Village, CO
United Health Care - Database Merge Project

The client wanted to combine an active Facets production database (Life) with a new Facets configuration database containing similar information but for a totally separate line of business (Dental). The task required a complete analysis of the two databases, the tables in common, and the hierarchical structure of the tables that would need to be merged to insure referential integrity. Data needed to be extracted from the Dental database, temporarily stored in flat text files, and then used as source data for constructing SQL statements for inserting the Dental data into the Life database. These insertions had to be performed in top-down order; using existing Facets "INSERT" stored procedures and the newly created SQL statements. The result was a fully relational Sybase database that contained both Life and Dental data. Using Perl as the main programming language, the

process was refined, streamlined, and optimized to reduce its initial execution time to extract and reinsert almost 8 million records from 18+ hours to approximately 3 hours.

Environment:

Facets 2.96, Windows 2000, Sybase, bcp, PERL 5.6, UNIX utilities

Responsibilities: (Technical Lead)

- Developed a PERL common function library to eliminate the duplicate code that was repeated throughout the existing scripts prior to my arrival.
- Utilized PERL as an automated code creation engine for creating other PERL scripts, SQL statements, and SQL stored procedures.
- Designed and developed a spreadsheet that identified every field within every Facets table, each table's hierarchical level within the database schema, each table's dependency on foreign key fields and the tables associated with those key fields, and, in addition to several other pieces of information, included a (Y/N) selection criteria column that allowed one to choose whether or not a table was to be included in the merge process. After the selection process, an automated procedure was executed to create a "top-down" list of tables stored in a data file that would then be used by the PERL scripts.
- Designed and developed an automated logging and error reporting system that not only archived process output, kept track of and tabulated individual record and error counts, but also supplied its output as input to an automated Audit report that reconciled the individual record counts on every table merged.
- Identifying the software and hardware needed to run the merge process internally or remotely without negatively impacting any other internal processes.

Partec Inc., Senior Consultant, May 2000 to August 2002

Blue Cross Blue Shield of Missouri   St. Louis, MO
Common Function Library Project

The client was moving from a mainframe IMS system platform to an HP/UX platform. Data needed to be extracted from the IMS database, ftp'ed to the HP/UX platform, and inserted into a fully relational Sybase database. Prior to my arrival on the project each UNIX Bourne and Korn shell script and SQL stored procedure used in the transfer and conversion process had its own logic, style, format, logging mechanism, and error reporting logic. In addition, each new script continued to be created independent of any code previously created.

Environment:

Facets 2.95, Windows 2000, X-Windows, Sybase, UNIX Korn shell scripts, ftp

Responsibilities: (Technical Lead and Project Manager)

- Developed a UNIX common function library to eliminate the duplicate code that was prevalent throughout the existing scripts prior to my arrival. (over 3300 lines of code)
- Developed a series of templates that other developers could use in order to take maximum advantage of the common library and reduce subsequent development time (approximately 1000 lines of code).
- Designed and developed an automated logging and error reporting system that became a subcomponent in all subsequent programs written.
- The automated logging system automatically emailed a predetermined list of recipients the program's logged output, whether successful or not.
- The automated error reporting system trapped and identified errors in the conversion process and notified a predetermined list of support personnel via pager that an error had occurred.
- The error reporting system made it easy for the users to quickly correct inappropriate data BEFORE it was inserted into the application.

Blue Cross Blue Shield of Missouri   ***St. Louis, MO***
 Automated Group Conversion Project

The client implemented Facets 2.95. They required assistance in transferring multiple lines of business data from their mainframe IMS system into a Sybase 12.0 database on an HP/UX platform. In addition, a number of modifications and customizations to the standard Facets application were identified and completed to meet their business needs.

Environment:

Facets 2.95, Windows 2000, X-Windows, Sybase, UNIX Korn shell scripts, ftp

Responsibilities: (Unix Technical Lead)

- Using the common function library described above, designed and developed a monthly automated process that would accept data ftp'ed from the mainframe, convert it, and insert it into a Sybase database, thereby making it available to an online UNIX-based application (over 29,000 lines of code).
- This monthly process would, in addition to updating the data in Sybase, would extract a subset of the data and send it back to the mainframe for further processing.
- Provide support for the functional and technical teams involved in the conversion project.

Blue Cross Blue Shield of Missouri   ***St. Louis, MO***
 Identification Card Creation

The client implemented Facets 2.95. After transferring specific lines of business data from their mainframe IMS system into a Sybase 12.0 database on an HP/UX platform, it was necessary to recreate an automated process for generating ID cards for members of those lines.

Environment:

Facets 2.95, Windows 2000, X-Windows, Sybase, UNIX C++ & Korn shell scripts, ftp, ERwin

Responsibilities: (UNIX Technical Lead)

- Helped define the logical and physical data models for the extension tables used in the project.
- Using the common function library described above, designed and developed an automated daily batch process that would extract the necessary information from multiple sources so that a secondary application, responsible for creating the BCBSMo group ID cards, could be used. (over 10,000 lines of code).
- Once the data subset was created, this monthly process would send it back to the mainframe for further processing by a secondary application.

Blue Cross Blue Shield of Missouri   ***St. Louis, MO***
 WARP Project

The client implemented Facets 2.95. In the middle of that activity, Wellpoint negotiated a merger of the two companies. Some of the legacy data and most of the newly converted data needed to be reformatted and retransmitted to WellPoint for inclusion in their accounting system. Provisions had to be made to incorporate more of the converted data, rather than the legacy data, as that converted data became available.

Environment:

Facets 2.95, Windows 2000, X-Windows, Sybase 12.0, UNIX Bourne & Korn shell scripts, ftp communications

Responsibilities: (UNIX Technical Lead)

- Developed the initial load process that extracted specific data from the existing business in the Blue Cross Blue Shield system, reorganized and reformatted it, and reported it back to the newly merged owner of the company, Wellpoint.
- Developed an automated daily process that extracted any new business from the Blue Cross Blue Shield system, reorganized and reformatted it, and then sent it back to the newly merged owner of the company, Wellpoint (over 11,000 lines of code).
- Provided technical assistance and problem solving abilities to other technical team members.

Blue Cross Blue Shield of Missouri   *St. Louis, MO*
Web-based COM+ ftp Object Creation

The client was developing a new Windows-based intranet/internet website that would allow clients to download important documents directly to/from BCBSMo Web Servers. The HTML employed ASP, JavaScript, XML, XSLT, and ODBC connectivity to an Oracle 8i database to control client access and a special directory connected to a UNIX platform to store the selected documents to be downloaded.

Environment:

> Windows 2000, Visual Basic, Visual InterDev, ftp, Component Services Manager

Responsibilities: (COM+ Object Development Technical Lead)

- Designed, developed, and tested an ftp COM+ object that could be called by intranet and internet web pages to transfer files from Blue Cross Blue Shield to any of their clients' computers (about 1000 lines of code).
- The COM+ object would allow direct transfer as well as transfers through a remote Proxy Server.

CoForce.com   *St. Louis, MO*
Chief Technical Officer

The client was developing a new web site development tool that would allow a non-technical person to create and update web page content dynamically. The tool was comprised of multiple COM objects, HTML, ASP, JavaScript, ADO, and ODBC connectivity to a MS SQL Server database where the web page content was stored. Newly developed code/features were being promoted to production before they were fully tested. The client was experiencing consuming client support problems, missed delivery dates, and over-budget conditions.

Environment:

> Windows 98 / 2000, Visual Basic, Homesite, JavaScript, Component Services Manager, ASP, Internet Information Server, Site Server, ftp

Responsibilities: (Chief Technical Officer)

- Provided assistance to the company President in all facets of software development.
- Established a development team to create the web site development tool that became the primary product.
- Defined and established procedures for creating, storing, and archiving source code.
- Defined and established procedures for migrating code from development to QA to production.
- Analyzed the site provider performance and made subsequent improvements.
- Co-Designed and managed the development of a General Motors web site used for the collaboration of multiple regional teams leading up to a final presentation by all teams at a national GM meeting.

Computer Sales International   *St. Louis, MO*
OnTrack 2000 Application

The client was moving from an HP/UX platform to a Windows 2000 web-based n-tier application platform using MS Proxy Server, MS Web Cluster Servers, MS SQL Server, and MS Application Server. The HTML employed ASP, JavaScript, XML, XSLT, ADO, COM+, and ODBC connectivity to a MS SQL Server 2000 database.

Environment:

> Windows NT 4.0, 98, 2000 Professional, & 2000 Advanced Server, MS Cluster Server, MS SQL Server 7.0 & 2000, Active Server Pages, HTML, COM+, MTS, MS IE 5.0, XML

Responsibilities: (Shared Project Management & Application Design/Development duties with VP of IT)

- Analyzed existing hardware, operating systems, application software, and facilities.
- Analyzed the skill set of the project team and made recommendations regarding the needed training.
- Helped define hardware infrastructure required to support the 24/7 thin-client applications. *Ms Office, MS Excel, MS PowerPoint, MS Word, MultiMate, Norton Utilities, Word Perfect, Timeline, Visio, Lotus Notes, MS Exchange Server, MS Proxy Server, Source Safe.*
- Participated in third-party software vendor negotiations

- Provided management assistance to Engagement Manager in defining, designing, creating, and implementing a Web-based n-tier application to replace the existing UNIX-based application.
- Defined project scope.
- Developed project plan for secondary project to allow MIS staff to get acquainted with new technology and platform prior to their involvement in the mission critical application.
- Defined rollout schedule for all phases of main project.
- Determined staffing requirements for rollout and continued support of the application.
- Created implementation plan to coordinate activities of several internal departments with third-party software vendor deliverables.
- Defined procedures used for unit, system, integration, regression, capacity, stress, and performance testing.
- Define standards for Internet application development.
- Define standards and procedures for SQL Server use and maintenance.
- Mentored DBA staff on use and configuration of Microsoft SQL Server.