

# Sheryl D. Richardson

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## Key Skills

Proven Quality

Reliability

Effective Results

Software Configuration

Report Development

Professionalism

Data Analyst

## Education:

DePaul University,  
Chicago IL

**Masters of Computer  
Science (Prereq)**

University of Central  
Florida, Orlando Florida

**B. S - Information  
Systems Technologies,**  
April 30, 2004

Seminole State College  
Sanford, Florida

**A.S Degree - Network  
Engineering  
Technology,** 1999-2001

**A.A Degree -General  
Education** 2001-2002

## Certifications:

**CNA**

Certified

Novell Administrator

**MCP**

Microsoft

Certified Professional

**ISTQB**

Certified Tester

Foundation Level

## CRYSTAL REPORTS DEVELOPER/SOFTWARE QUALITY ASSURANCE ANALYST

*Proven Technical, Leadership & Organization Expertise*

**Meticulous professional experienced in computer technology and business structures, processes and practices. Comprehensive knowledge in business management complimented by an extensive technical background. Strong leadership skills integrated with “hands-on” implementation techniques to promote business quality. Qualifications include degrees in Information Systems Technology and Networking Technology. Additional assets: Articulate, Self-Starter, Highly Enthusiastic, Responsible, Independent, Ethical, and Confident.**

## Skill Summary

### Databases

Oracle, Informix, SQL Server, DB2, Access, MySql, Sage  
Masterbuilder, Sage Peachtree, Sage Business Vision, Sybase

### Web Servers

Apache, IIS

### Programming

Java, C++, Visual Basic.Net, HTML,CSS, ASP.Net, PHP, JavaScript,  
C#, Delphi 7 and 2007,Flash,XML

### Software

HP Quality Center, Office(Word,Excel,Outlook,Access,PowerPoint)

### Reporting Software

Crystal Reports, SQL Reporting Services, Crystal Reports for Peachtree

## Professional Experience

OMEGABYTE Computer  
Corporation  
Bruder Toys America Inc.  
Los Angeles Client  
CJW Consulting & Services,  
Inc. Chicago Client  
Sales Achiever –LA Client  
United Kingdom Client  
Private Client(W Wong)  
Canada  
Private Client(C.Henderson)  
Canada  
MetroCorp St. Paul  
Minnesota client  
AAvex Technology  
Corporation Chicago,IL  
client  
Little Fish Technologies  
Indonesia client  
Pacific Aqua Farms  
LA client  
Omnigon NY client

Oxford Healthcare LA Client

DaVita Healthcare

ASRC Aerospace , Kennedy  
Space Center, Fl

**Crystal Reports Developer Consultant using SQL**  
(12-2011 to present)

**Crystal Reports Developer Consultant using SQL**  
(10-2011 to 12-2011)

**Crystal Reports Developer Consultant using Access Database**  
(10-2011 to 11-2011)

**Crystal Reports Developer Consultant (using Sybase Database)**  
(8-2011 to 10-2011)

**Crystal Reports Developer Consultant(using SAGE BusinessVision)**  
(8-2011 to 10-2011)

**Crystal Reports Developer Consultant**  
(7-2011 to 7-2011)

**Crystal Reports Developer Consultant (SQL 2008)**  
(4-2011 to 7-2011)

**Crystal Report Developer Consultant (using SAGE Master  
Builder)**  
(2-2011-3-2011)

**Crystal Reports Expert /Developer Consultant**  
(2-2011 to 2-2011)

**Crystal Reports for Peachtree Developer Consultant**  
(12-2010 – 12-2010)

**Crystal Reports Developer consultant**  
(10-2010 to-11-2010)

**Crystal Reports Developer consultant**  
(5-2010 to10-2010)

**Software Quality Assurance Analyst**  
(6-2008 to 5-2010)

**Programmer Analyst III / ODIN Representative /Crystal Reports  
Developer (created analyzing Cold Fusion and Access)**  
(2/2005 to 6-2008)

Orange County Fire Rescue,  
Winter Park Florida  
Maryanne Morse Clerk of  
Court, Sanford Florida

**Database Intern/ Crystal Reports Developer**  
(4/2004 to 11/2004)  
**Lead Computer Operator**  
(12/4/2000 to 1/02/04)

**Crystal Reports Developer onsite and offsite:**

- Gather documents and requirements for report creation or modification.
  - Created subreports, groups, complex formulas, running totals, parameters, summaries, crosstabs, graphs, arrays, etc.
  - Created ODBC connections to various databases and applications - SQL Server (2000, 2005, and 2008), Btrieve, Pervasive, Excel, Outlook, etc.
  - Created reports with multiple versions of Crystal Reports- 8,9,10,XI(2008)
  - Publish reports using Crystal Enterprise and assistance with creation of custom interface using Visual Basic
  - Analyze Cold Fusion code to create Crystal Reports
  - Created reports with different software including SAGE Peachtree Accounting Master builder, Business Vision.
  - Accessed diverse data including financial, managerial, inventory, healthcare, etc.
  - Specialized in creating and modifying complex stored procedures
- Remote connection :** GotomyPc, VPN, Gotomeeting, Remote Desktop Connection

**Software Quality Assurance:**

- Lead testing efforts including the development of test strategies, software test plans, test execution management.
- Tested many projects and independently created, validated and executed the appropriate test plans, test strategies, test cases/scripts Documented using HP Quality Center 9.2
- Utilized white box testing and black box testing.
- Analyzed Delphi 7 and 2007, C#, and SQL code to create test cases if requirements are not provided (for Data movement Development Team)
- Analyze processes and verify they are working correctly (event viewer, program control table, windows services, log files, etc.) and determine appropriate action to take to fix errors.
- Performed performance/stress testing/regression testing/acceptance testing. Strong understanding of SDLC-concepts and have a good understanding of all phases/types of software quality testing.
- Prioritize, and organize/balance workloads to complete multiple, simultaneous tasks both for self and others. Familiar with Agile Software Development Methodologies (work closely with development with iterative releases)
- Create SQL scripts to analyze data correctness (checksums and counts of schema (triggers, procedures, constraints, indexes, table rows, data, etc.))

**Database Administration**

- Install and maintain SQL Server 2008
- Utilized DML, DDL, and DCL
- backup and restore databases
- created stored procedures , functions

**Lead Computer Operator**

- Primary contact for contracts and service issues
- Maintain Server Systems, Network, Printers, and PC support
- Provide troubleshooting principles and administrator duties, which includes,
- Establishing, accounts and setting permissions, for more than 1500+ users

- Perform and monitor mandatory backups for all HP Servers
- Manage daily operations of Information Services
- Monitor and Resolve any conflicts on the servers
- Generated monthly and yearly reports using UNIX scripts
- Analyzed Data to prevent system crashes

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Available for Hire • Flexible Schedule

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