

MICHAEL D. SLETTEN

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➤ QUALIFICATIONS

Team oriented **SQL Developer** with broad-based experience in implementation of numerous middleware applications and speed sensitive data retrieval. Proven ability to successfully optimize large data transfers, reduce man-hours spent processing database information and develop innovative solutions for increasing reliability to improve productivity.

➤ TECHNICAL SKILLS

Applications:

Flash
Photoshop
MS Office
Client Access Express (IBM)
Outlook/Lotus Notes

Programming:

VBA (Access VBA & Excel VBA)
Web 2.0 (JS, AS2.0 & CSS)
C#
ASP.NET
PHP

MS SQL Server:

Management Studio
Microsoft Visual Studio 05/08
DTS/SSIS
Reporting Services

➤ PROFESSIONAL EXPERIENCE

BANK OF AMERICA / COUNTRYWIDE

Strategic Analyst/Systems Development

(10/2010 - present)

- Managerial point of contact for multiple reporting platforms
- Managed large-scale re-design and implementation of department wide reporting platforms
- Point of contact for multiple high level executive data needs
- Worked closely with members of the legal department to deliver time sensitive data
- Automated numerous manual processes, streamlined time savings ranged from 1 to 13 hours

Project Manager / Systems Development Analyst

(04/2007 – 10/2010)

- Designed, implemented and administered an essential, high demand database for use by Customer Service in order to track monthly bonus salary increases, replacing two employee FTEs with autonomous processes.
- Created performance scorecards housed in a SQL environment
- Automated all workflow processes and procedures to reduce cost to improve productivity and accuracy
- Designed, implemented and administered graphic user interfaces for use with middleware applications for updating SQL information such as SharePoint portal sites, Lotus Notes databases, and multi-user Excel and Access applications

IVR Speech Development Analyst

(06/2006 – 04/2007)

- Designed IVR Speech Smart Call Routing and mandatory reporting
- Designed, implemented and administered executive quality assurance reporting for budget, cross-call flows, cost-per-call and call-projections integrated with SQL or Access databases

Process Efficiency Analyst

(07/2005 - 06/2006)

- Streamlined workflow processes and procedures replacing manual data entry and collection, to automated retrieval of employee statistics
- Acted as a Customer Service liaison charged with guarantying Regulatory Agency Compliance

Customer Service Team Manager

(04/2003 - 07/2005)

Customer Service Representative

(11/2002 - 04/2003)

➤ PROFESSIONAL DEVELOPMENT

Multiple online courses including but not limited to: programming best practices, .net integration, database normalization, process improvement, project management, motivational speaking, data transfer protocols, code efficiency, user interface optimization, client communication, and business request documentation.