John Maillet

(630) 207-1256
John.P.Maillet@Gmail.com

EXPERIENCE

BUSINESS PROCESS ANALYST — *Vertex, Inc.*, Naperville, IL
2011 – 2018

- **Automate** business tasks by **developing** computer programs using object-oriented programming languages and client and server applications
- **Develop**, **document**, and **revise** system design procedures, test procedures, and quality standards
- **Test**, **maintain**, and **monitor** computer programs and systems, including **coordinating** the installation of computer programs and systems
- **Expand** and **modify** system to serve new purposes and improve workflow
- **Coordinate** with management to **ensure** agreement on system principles
- **Interview** and **survey** workers, **observe** job performance and **perform** the job to **determine** what information is processed and how it is processed
- **Define** the goals of the system and **devise** flowcharts and diagrams **describing** logical operational steps of programs
- **Train** staff and users to work with computer systems and programs

SENIOR SALES TAX ASSOCIATE — *Thomson Reuters*, Lisle, IL
2007 – 2011

- **Prepare** sales and use tax returns for medium to large businesses
- **Validate** data input and **verify** totals on tax forms prepared by others to detect errors in arithmetic, data entry, or procedures
- **Compute** taxes owed or overpaid, using adding machines / personal computers, and complete entries on forms
- **Apply** all appropriate adjustments, deductions, and credits to keep clients' taxes to a minimum

SUBSTANCE ABUSE COUNSELOR — *Anixter Center*, Chicago, IL
2005 – 2006

- **Counsel** clients in individual or group sessions to **assist** them in dealing with substance abuse, mental or physical illness, poverty, unemployment, or physical abuse
- **Collaborate** with counselors, physicians, and nurses to **plan** and **coordinate** treatment, drawing on social work experience and patient needs
- **Modify** treatment plans according to changes in client status
- **Counsel** and **aid** family members to **assist** them in understanding, dealing with, or supporting the client or patient

PSYCHIATRIC TECHNICIAN — *Maryville Academy*, Des Plaines, IL
2002 – 2006

- **Lead** prescribed individual and group therapy sessions as part of specific therapeutic procedures
- **Develop** and **teach** strategies to promote client wellness and independence

EDUCATION

MCS - Expected — *University of Illinois*, Urbana-Champaign, IL
Completion Expected 2021

MBA — *Northern Illinois University*, Dekalb, IL

Bachelor of Arts, Psychology — *DePaul University*, Chicago, IL
With Highest Honors
Psi Chi - National Honors Society
Dean's List All Quarters in attendance

Associate of Science — *College of DuPage*, Glen Ellyn, IL
With Honors

Languages and Environments
- VBA
- SQL
- C#, C++, C
- Entity Framework
- LINQ
- Python
- LAMP (PHP) stack
- Windows API
- R
- HTML, JS, CSS

Software
- MS Excel
- MS Visual Studio
- MS SQL Server
- MS Access
- MS Word
- MS PowerPoint
- MS Visio
- Version Control: TFS, GIT, SVN
- Neo4J
- MongoDB

CERTIFICATIONS

CAPM
Project Management Institute
#1941934
2016

MIS Graduate Certificate
Northern Illinois University, Naperville, IL

RELATED COURSEWORK
- Machine Learning
- Communications Networks
- Database Systems
- Data Structures
- Systems Analysis and Design
- Business Applications of DBMS
- Business Process Management

TRAVELS: US & CANADA
- San Francisco
- Los Angeles
- San Diego
- St. Louis
- Nashville
- D.C.
- Detroit
- Boston
- New York
- Minneapolis
- St. Paul
- Philadelphia
- Baltimore
- Orlando
- Sarasota
- Montreal
- Quebec
- Toronto
- Ottawa