Sam Williamson

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IT Support/Technical Trainer

Innovative technology professional who takes pride in building complex solutions with basic technology, getting the most from a company's technology investment. Recognized as a tenacious problem solver focused on making technology work. Accomplished researcher who turns challenges into building blocks to learn new technology, master advanced skills and streamline processes. Applies natural talent to translate a love of learning into a love of teaching, and helping others to learn.

Strengths and Capabilities

Software Installation and Configuration… Problem Solving … Technical Troubleshooting
Testing & Quality Assurance … Technical Training … Diversity in Roles
Responsive to Customers … Patient and Respectful

"There is nothing technical that can outsmart Stephen. He's the tech support guy for your front line IT people." Eric Wells, BI Industry Expert

Professional Experience

HANDSON-BI, LLC   1999–present

Senior Technical Leader
Technical lead of a small team in a fast-changing field. Achieved success on multiple diverse projects by exceeding the demands to learn quickly, be versatile, and take on varied roles and responsibilities with enthusiasm and interest. Primary roles included systems administrator, database administrator, technical trainer, instructional materials designer, software developer, and web developer.

Business Intelligence (BI) Systems Administration and Configuration Management
- Managed configuration of a unique-in-the-industry mobile learning laboratory. The lab was the foundation of a successful education program.
- Employed advanced configuration management skills to operate as many as 20 incompatible and conflicting software products on a single platform.
- Developed and executed processes to assure that labs were quickly and reliably configured using rigorous testing procedures and a master machine and ghosting protocol.
- Researched functionality of e-learning tools, learned the tools; and then built complex prototypes. Demonstrated the prototypes in a decision-making review to facilitate tool selection.
- Prevented risks that occur with unlicensed software by maintaining extensive list of software licenses and updates, ensuring current versions.
- Negotiated with vendors to acquire complimentary licenses for laboratory software.

Business Intelligence (BI) Technical Training and Learning Laboratory Management
- Trusted with all aspects of logistics, transportation and set up of mobile learning labs.
- Designed instructional materials that matched features and functions to learning needs, to create a high quality classroom experience.
- Delivered hands-on technical training. Product functionalities included data mining, OLAP, dashboards, statistical analysis, business analytics, geospatial analytics, query and reporting, and data integration. Within one short year transitioned from a new instructor to a recognized member of the faculty.
- Enhanced learning and information discovery by creating sample data and designing dashboards, scorecards, and reports for use in lab exercises.

Software Design and Development
- Built low cost data flow diagramming tool that provided a visual design of work flow that is currently lacking in commercial ETL tools. Used existing tools to create a product independent of ETL or database technologies.
- Created data quality auditing tool that allowed users to define data quality rules and return confidence levels as measures of data quality.

- Designed rule-based auditor that tested the viability of simple ETL tasks. Built a source data analysis tool that evaluated the degree to which source data was able to satisfy data requirements.

Database Management Systems (DBMS)
- Installed and configured DBMS software on a variety of platforms. Implemented full range of functionality including advanced features such as in-database OLAP and in-database data mining.
- Designed and built database applications and utilities with an integrated database component.

Web Development
- Implemented systems to satisfy a variety of business-to-consumer requirements including web-initiated database transactions, contact management, and communications tracking.
- Enhanced and matured an e-learning environment with demonstrations and interactive game-based learning.

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BOEING COMMERCIAL AIRLINE GROUP (through Kelly Services)   1997–1999
Requirements Support Specialist (1998–1999)
BCAG: Material Post - Out-of-Production Spare Parts

- *Problem solving:* Researched availability of out-of-production replacement parts using antiquated manufacturing plans system. Required creative problem solving skills when dealing with hard-to-find parts or missing documentation.
- *Automated manual processing***:** Captured data from a terminal emulation program (screen scraping); then parsed and formatted the data. Hand-crafted Excel macros that translated unstructured and randomly formatted text into structured data. Resulted in clearer specifications, easier bid processes, and fewer design errors in third-party parts procurement.

Class Administrator/Training Focal (1997–1998)
BCAG: Training Administration
- *Compliance statistics:* Entrusted with secure data to provide reports to monitor department compliance with corporate policy. Developed new process for generating accurate statistics.
- *Help desk support***:** Installed, configured, and troubleshot problems for Boeing 360 performance management software.

Technology Portfolio

BI & Data Warehousing	MS SQL Server 2000 & 2005 (DTS, Analysis Services, Data Integration Services, Reporting Services); Cognos PowerPlay and Transformer; SyncSort DM Express; Hyperion Essbase; IBM DB2 Cubeviews; Information Builders WebFOCUS; Excel 2007(for descriptive statistics, control charts, datamining add-in); Oracle (Analytical Workspace Manager, Data Mining, Warehouse Building); Pentaho; PolyVista,; SAS (Enterprise Miner, ETL Studio); Teradata Warehouse Miner; Lyza; Tableau; ESRI Business Analyst; Ascential DataStage; arcplan inSight/dynaSight; ILOG Jrules; FICO Blaze Advisor
Web Development	asp, php**,** Flash, Captivate, Robohelp, Tomcat, Apache
Operating Systems:	Windows 2000 & 2003 Servers, Windows XP
DBMS	DB2, MS SQL Server 2000 & 2005, Oracle, MySQL, Teradata
Software Design & Development	Excel, Visual Basic

Education

Customized tool training. Tools included SAS Enterprise Miner, IBM (Data Miner and DataStage), Oracle Data Mining, and DataFlux dfPower Studio.

Completed one year toward BS, Statistics/Computer Science, Brigham Young University, Provo, UT