George Panko

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# OBJECTIVE

Obtain full-time employment within 30 miles of my home address, or full-time telecommute.

# SYNOPSIS of EXPERTISE

* Solicit, clarify, and convert business needs into fully-functional reporting and analytical databases
* Data Analysis and presentation
* Isolate signals and trends from data
* Database design and engineering to standardize data collection
* Database query tools and data collection
* Ability to work with multiple databases
* Documenting workflow and data mapping
* Extensive experience with Microsoft database technologies

Microsoft Access, ODBC, SQL, VBA, Business Process Improvement, Data Modeling, Database Design, Database Developer, Database Programmer, Report Analyst.

# EXPERIENCE

## freelance consulting, Waterford, CT 11/2004 - present

Using the skills cited in the section above, I perform consulting work for design/development of Access database systems, to acquire experience across a wider spectrum of industries/applications. I solicit, clarify, and convert business requirements into fully-functional databases, both back-end data structures and front-end user interfaces (both forms and reports) for an international clientele having a wide variety of backgrounds and levels of technical expertise. I am a top-rated freelancer on Upwork.COM, with over 150 Upwork jobs completed, and over 2,500 Upwork hours worked on hourly-rate projects, since 2012. Some of my more major projects, among the 250+ successfully-completed projects, include:

* **Adopt-a-Dream**: managing the sponsoring of school-age children in Honduras.
* **Adventure Cycling Association**: applying for permits for bicycle tours.
* **Childsmiles Dental, LLC**: recording, searching, and updating the records of a childrens’ dental clinic.
* **Compton Marine Services:** creating, searching, and printing service orders used by a marina.
* **CHC Legal:** recording data, selecting and printing the appropriate legal forms used to apply to cleanse an individual’s criminal history records.
* **Dallas Police Department**: generate the set of standard documents used in performing employment checks for police department applicants.
* **École de conduite CAA: Québec:** maintaining records of applicants and scheduling for a driving school in Quebec.
* **Employment Network Team of New Jersey:** recording data for applicants for employment services assistance.
* **Georgia Regional Transit Authority (via Resource19):** record survey responses from ‘mystery riders’ using the GRTA, regarding such issues

as condition of the bus; condition of the bus stop; behavior of the bus driver.

* **Kaffe Zimzen (aka Ragnarssen Inc):** perform labor tracking, payroll, and bar tabs for Kaffe Zimzen, a coffee house in Iceland.
* **Orange County Chiropractic:** Capture patient data in order to populate various standard medical forms used by the Clinic.
* **Pagus Africa:** record data pertaining to sponsorship and support of underprivileged school-age children in Africa, including attendance and grade information.
* **Patheon Phamaceuticals:** created 6 different and separate database projects pertaining to functions such as the drug approval pipeline; room access authorizations; dry products; labor efforts for studies.
* **Town of Sterling School System:** record data pertaining to special needs children and the services in which they are enrolled; record notes

regarding the child’s performance in the special service groups in which they are enrolled.

* **Turning Leaf Rehabilitation Center:** 14 data entry forms and 40 reports for residents and staff of a residential rehabilitation center.
* **UNICEF:** use entered data to assess the level of risk of UNICEF workers being exposed to disease epidemics during their volunteer assignments.

**Bergmann & Moore, LLC, Bethesda, MD** (consultant) **09/2018-04/2021**

I developed a case workflow management system for a law firm specializing in appeals for denials of veterans’ benefits.

**IAG Energy, NY, NY** (consultant) **09/2017-05/2019**

Built a CRM database in Microsoft Access modeled after Salesforce’s platform to custom specifications, to effectively track the entire lifecycle of a business from leads to contacts, opportunities and projects. The client’s goal of having a database as robust as Salesforce without its limitations was achieved and offers greater speed and flexibility, a simplified CRM engine, and more powerful search and query capability due to extensive use of both VBA and SQL programming.

**TRADE LABELS INC, Mystic, CT** (consultant) **06/2016 -12/2016**

Normalized and upgraded a set of Access 97 legacy databases, as well as improving legacy business processes that caused data entry errors. This included, among other accomplishments, creating:

* a new Products data table and an associated data entry form such that product data would need to be added/edited in only one record in one table, as opposed to multiple records in multiple tables;
* a set of select queries that would link other tables (e.g., Distributor Master, Customer Master) to the Products table, thereby eliminating the need to have redundant and potentially conflicting data;
* a form that allowed users to search the products catalog for the appropriate product, when customer-supplied order information was incomplete or contradictory;
* a function that automatically reset all crop marks in a label template to their proper positions and sizes;
* a way to dynamically change the font size of a product name without the necessity of manually opening the label template in Design View and

manually changing the control’s properties.

## CIGNA/ACCENTURE, Bloomfield, CT (contract) 04/2016 -06/2016

* **Open Ticket Reporting System**

The legacy process involved extensive editing of text and Excel files, to produce a generic e-mailed report. I developed an Access database to automate this legacy process by linking to the text file output by the HP Service Manager, to automatically create and disseminate reports that were tailored for each manager, pertaining to open trouble tickets submitted by users within their business unit.

## Claim Reporting Trouble Tickets

Each day, I worked as part of an online team to investigate and resolve trouble tickets submitted by customers, regarding anomalies with employee health insurance claims.

## PFIZER, INCORPORATED, Groton, CT (contract) 09/2014 – 03/2015

I utilized Microsoft Access, with various ODBC data sources (such as SQL Server, Oracle, Excel, and SharePoint), to develop the following application databases:

## Workload Assignment/Forecast/Balancing.

When studies for new pharmaceutical compounds were developed, the Team Director had no system for either (1) calculating the milestones for the studies or (2) assigning studies so that the Team’s workload was balanced. In a series of meetings with the Director and his team members, I was able to document the complex set of rules and exceptions used to calculate milestone dates, including factors such as the existence of a necropsy, the species used, whether the compound was a large or small molecule, etc. I then created bar charts that compared the activity level for a selected compound to each Team member’s activity level. The Director was able, within a minute, to use these charts to best determine responsibility for compounds and their studies.

## Forecast vs. Actual Outsource Level of Effort.

I created data entry forms used to enter forecast use and actual use for outsourced labor, as well as providing numerous types of analytical and comparative reporting for this data.

## Scorecard Reporting & Analysis.

This database linked to SharePoint lists populated by InfoPath data entry forms, to provide an assortment of graphics and reports pertaining to vendor performance issues.

## TSUNAMI TSOLUTIONS, Glastonbury, CT (contract) 12/2013 – 03/2014

* Upgraded in-house Access databases, and developed conversion from an Excel-based invoicing system to an Access front end with SQL Server back end system for one of Tsunami’s major clients.
* Used VBA within Access to create, populate and manipulate Word and Excel files.

I received a commendation for performing workflow and data mapping for in-house Access databases that were previously undocumented.

## CITIZENS FINANCIAL GROUP, Warwick, RI (contract) 06/2013 – 12/2013

* Worked with the Pre-Funding Quality Control unit, to improve the functionality of their database, which employs an audit questionnaire to record and analyze deficiencies that occur during the loan documentation and processing phases of the business process.
* Solicited, clarified, and converted the PFQC unit manager’s business requirements into fully-functional reporting and analytical databases.
* Replaced the use of copy-and-paste from SQL Server tables to Excel spreadsheets with direct link to SQL Server and filtered append query to the local Access back end table.
* Created documentation for the proper use of the significantly-improved database.

**HARCO LABORATORIES, INCORPORATED, Branford, CT** (contract to permanent) **10/2007 - 02/2013**

* Involved with the full life cycle of the company’s front and back end databases, for approximately 200 fully-functional reporting and analytical databases encompassing functions such as customer order management, load vs. capacity, labor efficiency, quality assurance, shipping documentation, business management reports.
* Created tools for, and performed, business data analysis.
* Solicited, clarified, and converted business requirements – from the full spectrum of the company’s organizational hierarchy, from the general

manager to top-level staff, supervisors, to shop floor workers – into fully-functional reporting and analytical databases.

* Created Work Instructions for the proper use of these databases.
* Functioned in a Help Desk capacity, answering procedural questions, problem solving, and advising users and developers on the functional capabilities and limitations of the databases.
* Completed a 40-hour Microsoft training course for Maintaining a Microsoft SQL Server 2005 Database.

## RAYTHEON TECHNICAL SERVICES, Groton, CT 02/2006 - 07/2007

* Created, maintained, tuned, and enhanced multiple, interlinked client-side and (single) server-side MS Access 2003 databases pertaining to the development, evaluation, administration, distribution, and management of SOBT products for the U.S. Navy submarine fleet. This includes the extensive use of SQL and Visual Basic to create complex queries and procedures within Access.
* Researched and prototyped migration of legacy Access 2003 databases to SQL Server 2000, using T-SQL, DTS.
* Evaluated beta test versions of SOBT products, to verify compliance with SCORM requirements, using Advanced Learning Center ADL Test Suite 1.2.7, Army Validator Tool, W3C HTML Validator, Dreamweaver 2004, and by inspecting XML code in the manifest file.
* Participated in Six Sigma Green Belt project.

## ELECTRIC BOAT CORPORATION, Groton, CT 11/2001 - 11/2004

Streamlined and significantly enhanced an Access database system used for auditing CATIA-based data objects (e.g., 2D and 3D drawing models, Configuration Release Objects, parts, plot sheets). This involved extensive SQL procedure writing for Access and DB2, and configuring and tuning.

Streamlined, then significantly enhanced, the business process for performing audits, which included:

* selecting which objects to audit,
* assigning selected objects to the two auditors supervised,
* reviewing the completed audits, to verify their correctness and accuracy,
* incorporating audit results into the database system,
* creating ad-hoc and quarterly Audit Findings reports to engineering supervisors, managers, and directors.

As a result of my improvements to the business process, the number of audits increased from 10-15% of the available objects, to 70-100% of the available objects, and the average size of an individual supervisor’s report was reduced by ~90%.

# EDUCATION

Rensselaer at Hartford; MS, School of Management, Operations Management/MIS; 4.0 GPA University of Connecticut; BS School of Engineering, EE/Computer Science; 3.2 GPA

## CERTIFICATIONS

Microsoft Office Specialist: Access 2010

# REFERENCES

David Ames David Levy Josh Lewis

Bergman & Moore IAG Energy Aldabra Coffee

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