

Sophia Miller  
sophia.miller29@example.com

## INFORMATION TECHNOLOGY SPECIALIST

### Summary

Highly skilled and results-oriented IT specialist with extensive experience in Software Development, Software Configuration Management, Project Management, System Planning & Specification Development, CMMI5, Quality Assurance and Testing.

### Highlights

- Process improvement
- Quality assurance and control
- Results-oriented
- Relationship building
- Productivity improvement
- Project development and lifecycle
- Detail-oriented
- Work flow planning

### Experience

Information Technology Specialist

August 2006

to

Current

Company Name

Track and control over 150 change requests per month.

Manage the repository for Software and Customer Requirements Documents, Agreements and Governance Specifications.

Document and communicate defects and problems with stakeholders and developers.

Develop and report critical metrics related to CRSMB change request activity.

Ensure that all activities involved in the software design, coding and testing of the application software have been successfully completed before releasing software for independent testing and deployment into the production environment.

Deploy application software to the Test and Production environments using code management tools.

Manage logging change requests into the tracking system and assigning work activities to members of the branch.

Evaluate the adequacy of current CM processes and procedures and make recommendations for CM process improvement.

Coordinate and communicate with developers, subject matter personnel, stakeholders, database management support and project managers.

Performed platform testing and performance testing during the migration to the Serena Business Management (SBM) system.

Collaborated in the design of the Serena Business Manager (SBM) Workflow.

Administrator for the Serena Business Manager (SBM) System.

Proficiency in working with Serena Version Manager as a software repository, WinSCP and Reflections for the migration and staging of application software to the testing and production LINUX environment.

Maintain the Branch's SharePoint Site, ensuring current documentation and resources are available to the Division.

Document CM procedures and provide training to new CM staff members, and members of the Division.

Execute test scripts as needed in the implementation and deployment of software related Test and Production project development.

Assure that software releases are performed in compliance with established CMMI guidelines.

Solve technology related issues by researching potential problems and offer a solution in the deployment of software and change request tracking.

Ensure that each CM change request has passed regulated security checks.

Maintain a well established, well defined, documented, and repeatable processes within standards of Capability Maturity Model Integration (CMMI)

Computer Specialist

August 1996

to

August 2006

Company Name

Detailed and refined requirements, wrote algorithms, developed programs and command procedures.

Developed solutions to improve software performance.

Enhanced testing procedures.

Performed software testing, debugging, and validation using internally developed test scripts, test plans, and results criteria.

Developed and delivered software products.

Communicated with IT staff and subject matter on project requirements

Conducted program demonstrations with team members prior to the release of software.

Performed extensive database testing, automated testing and data validation in support of the MAF/TIGER database's migration to Oracle.

Developed database test scenarios and supporting software in Pro C and Oracle to validate

the migration to the Oracle platform.  
Worked extensively in PL/SQL, SQL, Shell scripting in LINUX, JavaScript, SAS, and Visual Basic.  
Attended meetings with Division's managers to review project status and proposed changes.  
Created status reports and posted to the GEO website for management review.  
Designed and maintained branch website.

Computer Specialist  
July 1994  
to  
August 1996  
Company Name  
Designed and developed electronic questionnaires, "instruments", for Computer Assisted Survey Information Collection (CASIC) activities.  
Led meetings with subject matter staff to review project status and proposed changes.  
Met with the subject matter staff and the sponsor on the details and development of the programming specifications, design and testing of the CAI.  
Delivered status reports to stakeholders for budgeting and planning purposes.  
Collaborated with program sponsor to draft project schedules and plans.  
Served as the single point of contact for project scheduling and changes.  
Program Manager of the Survey of Inmates of Local Jails.

Mathematical Statistician  
February 1988  
to  
July 1994  
Company Name  
Worked in the Research & Methodology Branch of the Industry Division.  
Worked with team on the statistical methodology for designing a ratio estimation procedure.

Developed estimation and variance methodologies.  
Developed the sampling frame, and independent probability proportional-to-size sampling (PPS) maintenance of surveys.  
Designed computer algorithms for assigning the sampling weights, the nonresponse sample weight adjustment, and calculation of the estimates, variances, and relative standard sampling errors.  
Developed computer software needed for survey sample selection.  
Provided programming expertise, assisted subject matter analysts with software and instruments for aiding in data reviews for the many annual and monthly surveys.

Education  
Applied Probability and Statistics  
University of Maryland  
Survey Theory  
USDA Graduate School  
Master of Science  
:  
Urban Regional Planning  
Indiana University of Pennsylvania  
Bachelor of Arts  
:  
Physical Geography  
Indiana University of Pennsylvania  
Professional Development Training  
Serena Business Manager Composer  
Serena Business Manager Administrator  
Configuration and Release Management Training  
Unix Programming  
Oracle 10G Programming  
Oracle JDeveloper  
Java Programming  
Object Oriented Programming  
Intro to UNIX Systems  
Advanced UNIX  
Learning PERL  
Advanced C Language Programming  
Advanced PL/SQL Programming

Fundamentals of SAS  
SQL Processing with SAS  
SAS Programming  
Table Processing with SAS  
Output Delivery Systems  
Utilizing VAX/VMS  
Demand Terminal Language  
Package References  
Objects and Modules  
Skills  
Configuration Management, Process Development, Process Improvement, Database

Management, Software Development, Software Testing,  
Serena Version Manager, Serena Business Manager, Serena Business Administrator,  
Reflections, WinSCP, JavaScript, LINUX, Microsoft  
Access, Office, SharePoint, Enterprise, Oracle, PL/SQL, Oracle SQL, C, SAS, LINUX, Visual  
Basic