

GLEN C. FALK, MIT/MBA

1525 Whitlow Xing ~ Bishop, GA 30621

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QUALIFICATIONS

- Highly poised, client-focused, results-driven problem-solver and Information Technology Professional with extensive experience and success in the education, insurance, and utilities industries. Demonstrated ability to successfully manage multiple priorities and responsibilities while collaborating effectively with management, clients, and across functional groups to develop state-of-the-art technology solutions and identify opportunities to increase efficiency and improve profitability. Proven ability in Integrating and organizing data from multiple sources for use in reporting and analysis. Proven analytical, team leadership, and data management capabilities complement excellent client-facing, presentation, and verbal/written communication skills. Able to deliver superior results in challenging environments while under extreme time constraints.

SKILLS

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| • Data Analytics, Mining & Reporting | • Business Intelligence | • Strategic Planning & Prioritization |
| • Database & App Development | • IT/Business Analysis | • Database & App Development |
| • Process Improvement | • User Experience | • Systems Analysis & Integration |

PROFESSIONAL EXPERIENCE

The University of Georgia, Athens, GA	Financial Aid Research Analyst	2016-Current
<ul style="list-style-type: none">• Advanced professional position that works in the analytical and technical aspects of research related to student financial aid and enrollment management.• Responsible for the conversion of the Annual Reporting process to an R based system that integrates data from Argos, Banner, PL/SQL and Power Bi and utilizes R Markdown, Bookdown and Gitbooks to output the reports.• Developed an R based AI Natural Language solution that utilizes Machine Learning to text mine candidate profiles and quantitatively evaluate the best match for a job posting.• Work involves the design and direction of research and operational projects relating to the operation of the Office of Student Financial Aid including analysis of operations reports, analytical or modeling studies, management information systems, and special studies dealing with students and student financial aid.• Responsible for the design of research projects, supervision of the collection and analysis of data, interpretation of findings, and organization of the conclusions in form(s) suitable for use by University administration.• Identify and implement system modifications needed to implement statutory, regulatory and policy changes and to enhance the student aid delivery process.		
The University of Georgia, Athens, GA	Data Management Specialist III	2010-2016
<ul style="list-style-type: none">• Collect, maintain, analyze and distribute data related to buildings and other facilities associated with UGA.• Improved the Program Review Annual Reporting Process as measured by a 50% reduction in processing time by programmatically eliminating 5 out of the 10 manual steps.• Accomplished a 33% data entry improvement into the AiM Facility Inventory database by employing a Chrome extension that automatically filled redundant information for over 500 locations.• Devised an MS Access Interface to input records into an Oracle DB that resulted in a 25% improvement in Data integrity.• Assist in the preparation of special analyses, ad hoc studies and reports for The University administration and the various colleges, schools and departments.• Coordinate and manage the Facilities Inventory database, including the collecting, editing, processing and distribution of data required for the Board of Regents ADC, FIDC and Space Data Validation reports.		
Oil Price Information Service, Wall, NJ	Technical Product Manager	2005-2010
<ul style="list-style-type: none">• Monitor and assess current data collection methods to formulate process improvements and increase operational and cost effectiveness.• Achieved a 70% reduction in workflow processing time by designing an MS Access VBA based system that streamlined the manual creation and dissemination of five daily Excel reports• Develop and implement business strategies for several key OPIS products (including several petroleum directories, retail data, and a crude database) and assist in the development and implementation of policies and procedures designed to increase efficiencies, sales and establish internal controls for the retail division.		

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PROFESSIONAL EXPERIENCE (Continued)

Prudential Financial, Holmdel, NJ	Team Lead-Systems Consulting	1998-2005
<ul style="list-style-type: none">• Performed technical studies and evaluated business area requirements to develop recommendations and proposals for clients and management detailing technology solutions and alternatives.• Provided high-level specialized technical support and consultation in support of business and data processing management activities.• Evaluated new technologies and evolving business requirements to formulate recommendations for acquisitions and enhancements designed to increase efficiency, productivity, and profitability.• Contributed extensive experience and expertise in Lotus Notes/web-enabled application development, agent scripting, ODBC connections, LotusScript, LEI, NotesPump, JavaScript, HTML, XML, and XSL.		
GPU Energy, Allenhurst, NJ	Application Developer	1995-1998
<ul style="list-style-type: none">• Functioned as single point of contact for assigned client groups in support of application development activities and oversaw a variety of site-related projects and problem resolution efforts.• Modified a Visual Basic/Lotus Notes-based newsletter application by employing Active X automation functionality that decreased processing time by 90% while enhancing usability.• Collaborated effectively with business units to formulate process improvements and identify opportunities for utilizing available and emerging technologies to enhance operations.• Directed the implementation of new applications (third-party and in-house developed) on the company's mainframe and client server platforms and oversaw hardware and software upgrades to ensure overall system compatibility, efficiency, and operational effectiveness.• Assisted network file and print services, performed LAN administration and provided second-level helpdesk support.		
Continental Insurance, Neptune, NJ	Sr. Programmer Analyst	1984-1995
<ul style="list-style-type: none">• Led the Continental Excess & Select Railroad Workstation project, which was designed to automate a paper-based Railroad Policy Writing system and eventually saved the company more than \$2 million over a five-year period through head count reduction.• Made key contributions to an intensive analytical study designed to identify methods for replicating Lotus Notes functionality using SPII and Realia COBOL. Results successfully met all management requirements under severe time constraints while delivering a savings of \$150,000.• Team Lead on the company's Lotus Notes Release 3.0 Standards Taskforce which was tasked with establishing company-wide standards for all Lotus Notes applications.• Responsible for the reparation of the Cost Benefit Analysis and Business Plan, a feasibility study for the acquisition of hardware, and oversight of a project budget more than \$600,000.• Presentation of demonstrations to senior management and the creation and delivery of training seminars to more than 100 employees nation-wide.• Created Lotus Notes document generation guidelines and field-naming conventions to establish company-wide standards and reusable code that resulted in faster development, enhanced reliability, simplified maintenance, and increased quality.		

EDUCATION

• The University of Georgia	• Athens, GA	• MIT-2017
• Monmouth University	• West Long Branch, NJ	• MBA-Business, <u>1991</u>
• The University of Texas	• Austin, TX	• BBA-Finance, 1980

PROFESSIONAL DEVELOPMENT & TRAINING, CERTIFICATIONS

• Professional Development:	• FMD Basic Leadership Series	• FMD IT Internship Program
• Training:	• IBM Cognos BI Analysis	• IBM Cognos Workspace v10.2
• Certifications:	• Certified R5.0 CLP Domino App Dev	• Certified R5.0 CLP Domino Sys Adm

VOLUNTEER ACTIVITIES

• Volunteer Activities:	• NCAA Women's Golf - 2013	• Stadion Classic - 2012, 2011
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