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| **Byron T. Schleich** | 11150 Cameron Court, Apt 102  Davie, FL 33324  (c) 954-661-6038  bschleich@snoma.net |

**Experienced Technology Professional**

Hardware \* Software \* System Analysis \* Business Intelligence \* Project Management \* Leadership \* Data Analysis

Goal oriented, technology professional with an excellent career record and more than 20 years’ experience seeking an opportunity to help an organization meet business goals and strategies. Holds strong proficiency in hardware, software, data, business operations and leadership. Proven success in designing, developing, implementing, budgeting and managing cost effective solutions that meet challenging needs. Result-oriented with abilities to adapt to new technology and overcome problems. Demonstrated skills in meeting business objectives, overcoming obstacles and turning risks into opportunities.

**Education**

Bachelor’s of Science \* Master’s of Science

B.S. Information Technology - Western Governors University

M.S. in Data Analytics - Western Governors University

**Certifications**

CompTIA \* CIW \* Microsoft \* Oracle \* SAS

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| * CompTIA A+ |  | * Microsoft Network Fundamentals | |
| * CompTIA Network + |  | * Microsoft Security Fundamentals | |
| * CompTIA Security + |  | * Microsoft Operating Fundamentals | |
| * CompTIA Project + |  | * Microsoft Server Fundamentals | |
| * CompTIA IT Operations Specialist |  | * Microsoft Development Fundamentals | |
| * CompTIA Secure Infrastructure Specialist |  | * Microsoft Web Development Fundamentals | |
| * CIW Web Foundations Associate |  | * Oracle Database SQL Certified Associate |
| * CIW Web Design Specialist |  | * SAS Certified Base Programmer |
| * CIW JavaScript Specialist |  | * SAS Certified Statistical Business Analyst |

**Technologies**

Hardware \* Software \* Desktop \* Server \* Network \* Development \* Database \* Quality Assurance

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| --- | --- |
| Network & Server | Application Support |
| Windows NT, 2000, 2003, 2008, 2012 Server | VB, Classic ASP, ASP.net, C# (C-Sharp), VB.net, Python, R |
| Windows 3x, 95, 98, 2000, XP, Vista, Win7, Win8, Win10 | SAS, Visual Studio 2008-2019, GIT, TFS, JIRA |
| Microsoft SQL 7.0 2000, 2005, 2008, 2012, 2014,MySQL | .Net Framework 1.1, 2.0,3.0, 3.5, 4.0, 4.5 |
| Exchange, IIS, Virtual PC & Server, VMware, Citrix | HTML, JavaScript, CSS, Ajax, WPF, JQuery, MVC, Tableau |
| Cisco, LAN, WAN, Firewall, Ethernet, Firewall, IPS, IDS | SSMS, SSRS, SSIS, Crystal Reports, XML, ETL, Oracle |
| Active Directory, DNS, DHCP, VPN, Wireless, TCP/IP | MS Office 2007, 2010, 2013, Office 365, Project, Visio |
| Clustering, Load Balancing, virtualization  Red Hat, Ubuntu, CentOS, Solaris, iOS, Shell Scripting  Unix, Linux, AWS, Azure | Entity Relationship, UML, Agile, SCRUM, BPE, Waterfall  Business Intelligence, ETL, OLAP, Data Warehouse  SalesForce, CRM, ERP, ServiceNow, SharePoint  Google Analytics, Machine Learning, AI |

**Qualification Highlights**

Business Analyst \* Analytics \* Quality Assurance \* System Architect \* Project Manager \* Developer

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| * Web Design and Development |  | * System Migrations |
| * Database Design |  | * User Acceptance Testing |
| * Project Management |  | * Process Engineering |
| * Predictive Analysis |  | * Business Analysis |
| * Machine Learning * Business Intelligence * Data Analytics |  | * Process Improvement * Data Governance * Data Warehouse |

**Recent Accomplishments**

Project Management \* Agile \* SCRUM \* Leadership \* Analysis \* Business Intelligence

* Managed and implemented a business intelligence project for a cloud based data warehouse solution. The project scope included configuring AWS, developing scripts for file uploads, data extractions, automated cleanup, completeness checkpoints and reporting based on data mining algorithms. The new system provided the organization with more process automation, less overhead expenses and a guarantee of data accuracy.
* Utilizing the Agile/SCRUM methodology, designed a business process, documented business requirements and managed a team that built a web and SQL server based insurance wind pool aggregate management system. The system maintains aggregate amounts for surplus line policies throughout the southeast United States. The system has become a reliable asset by reducing administrative costs and contributing to over $150,000,000 in production over the past three years.
* Managed all stages of a financial reporting project (initiating, planning, executing, controlling/monitoring and closing) and supervised a team that analyzed, documented, designed and built a system that produced executive summaries for net revenue, production and commission payouts. Project tasks included analyzing the current business process, developing a project charter and working with accounting department stakeholders. The system has been used over the past several years in measuring business growth, setting production goals and strategic planning.
* Designed a business process, documented the requirements, gained sponsorship and led a team that built a web service and database project for a premium finance application that submits insurance quotes to an external source for obtaining financing. Project included creating a needs analysis and project charter for the organization’s c-level executives. The system is responsible for submitted over 8,000 quotes per month over the past four and a half years.
* Analyzed enterprise wide needs, designed a business solution, created a requirements document and supervised a team that built a web based all-inclusive front-end for an easy, single point of access to a wide variety of reports spread out across multiple systems and platforms. The project included working with users, analyzing requirements, identifying areas of improvements, creating project documentation, communicating project status with stakeholders and managing a matrix team. The system has become an integral part of an employee intranet portal.
* Utilizing the SCRUM methodology, managed a team that built a Microsoft .Net and SQL server web-based system to manage the ordering process for insurance policy inspections. The system has quickly become a critical part of the company’s inspection business process by allowing more and accurate orders to be placed and minimizing the amount of administrative resources required for operation.
* Analyzed business requirements, identified areas for improvement and kicked off a recovery plan for a cloud-based application that had been under development for almost a year. The recovery plan included a product road map, mile stones, development objectives, priority list and release dates to salvage a software project that had already seen $150,000 and nine months of labor invested into it.
* Managed a project to improvement and automate electronic claims processing. The project scope included automating the loading of EDI 837 P & I claim files into a database, confirming eligibility, correcting provider and service locations, creating upload files, automatically importing upload files into the Epic Tapestry claims processing system and retrieving corresponding EDI 835 files than distributing them to the appropriate parties. The new process improved the overall claim turn-around time by 3 days and the brought auto adjudication average up to 70 percent.

**Employment History**

1999 through 2019

**South Florida Community Care Network** (Healthcare)

6/15 to 2/17: Senior Manager, Information Technology Operations

Responsible for managing the Epic-Tapestry data entry team, claims processing team, eligibility team, HL7/EDI group and the business intelligence team. Other responsibilities included managing projects related to application development, data warehouse and analysis. Duties included supervising employees, monitoring department KPIs, performing GAP analyses, presenting status reports to c-level executives, mentoring developers, process automation, identifying areas of improvement, analyzing business processes, working with department directors, managing business intelligence team and working with the PMO group in managing projects. Other duties included creating application test case scenarios, developing scripts for website data extraction, querying databases and importing data source files. Researched and developed business processes for loading data into warehouse and applying algorithms for use by machine learning and predictive analytics reporting systems. Special assignments included working with the CIO to move application development projects into AWS cloud, lead data warehouse project, developing ETL processes and adapting Scrum/Agile methodologies.

**Risk Placement Services, Inc.** (Property & Casualty Insurance)

3/14 to 5/15: Senior Applications Analyst and Developer

Responsible for identifying areas of improvement, designing, developing, documenting requirements and maintaining software applications as related to business operations. Duties included developing in-house applications using Scrum and Agile methodologies. Accomplishments included implementing software applications, database solutions and improving automated business solutions. Other responsibilities included providing technical support, needs analysis, technical writing, QA testing and managing various technical projects as related to a company merger in New Jersey.

**Bass Underwriters Inc.** (Property & Casualty Insurance)

5/08 to 3/14: Director, Business Applications

Responsible for analyzing needs, documenting requirements, designing solutions, leading development teams, overseeing ETL processes and managing projects related to the business operations and software/database applications. Other responsibilities included assisting the hardware manager with managing the helpdesk, network and servers. Duties included meeting with departments, leading in-house applications projects, creating BRD documents, SQL related projects, mentoring junior developers, managing vendors, maintaining industry specific applications and providing senior level support. Accomplishments included championing software related business improvements, implementing several in-house developed software applications, leading several critical system migrations and improving business workflow process by created automated solutions.

**ivgStores.com** (eCommerce)

7/07 to 5/08: Consultant

Responsible for maintaining the website SSL certificates, DNS entries and FTP server. Other duties included providing support as related to networking, server administration, personal computers, printers, desktop applications and phone system.

**MacNeill Group Inc. CMGA** (Property & Casualty Insurance)

10/04 to 9/07: Senior System Analyst, Developer and System Engineer

Senior systems analyst and developer, responsible for identifying areas of improvement, analyzing user needs and software development. Duties included working with software vendors, developing in-house applications, providing database support and maintaining a Microsoft license agreement to ensure compliance. Accomplishments included developing an ASP.Net/SQL based printing system used in conjunction with the Louisiana Citizens Policy Management System, constructing an API for managing a paperless import of property inspections into an electronic document management system, developing a ASP.Net based system for processing new Florida Citizens applications and developing various other types of reporting systems used by the executives for interpreting data and increasing profitability.

System engineer, responsible for server operations, maintaining corporate network and providing senior level support to users. Network duties included monitoring routers, switches, firewalls, VPN and wireless devices. Server duties included maintaining server storage, performance tuning, maintaining uptime, backups and providing user accessibility. Accomplishments included implementing an infrastructure continuity (disaster recovery) and redundancy hardening plan, Exchange upgrade, Imageright Document Management System upgrade, storage array upgrade and Unix to Microsoft migration. Day to day tasks included overseeing the IT Infrastructure/Helpdesk teams to ensure trouble ticket completions, network/internet security, Backup Exec backups/restores, Windows server administration, system account management, 24x7 availability, service pack/patch updates, maintaining remote access, remote site administration and various upgrades.

**Aplicor Inc.** (CRM – Cloud Application Provider)

8/03 to 10/04: DevOps Manager

Responsible for all aspects of the production environment for the Microsoft .Net web-based CRM application, maintaining 99.99% SLA and providing clients with post sales support. Assignments included hardware/software procurement, change control management, software/hardware installations and configurations. Implementing and maintaining high levels of security via firewalls, IDS, IPS, antivirus and VPN technologies. Other projects included assisting clients with data migration, system administration, Outlook/Exchange integration development, training and documentation. Daily duties included DBA, office system administrator, application testing/quality assurance, performance tuning, pushing software builds to production, Windows server administration/configuration, Active-Directory, DNS, system backups, documentation, Webtrends reporting and various office manager duties.

**Court Administration, 17th Judicial Circuit** (Judicial)

2/02 to 8/03: Network Analyst

Responsible for providing users with support related to personal computers, printers and desktop applications. Assignments included moving PCs between offices, troubleshooting network cable issues and closing various types of helpdesk tickets. Achievements included performing workstation hardening procedures to maximize performance of PCs.

**www.telecomsmart.com Inc.** (eCommerce)

9/00 to 1/02: Director, Technology Manager

Responsible for the overall development and operations as related to the telecom sales web-site. Project assignments included analyzing business requirements, data modeling (ER diagrams, data flow diagrams, data dictionaries, etc.), SQL query design/development, Java/ASP application design/testing, project management, change control, disaster recovery and marketing. Daily duties included network administration, maintaining Cisco equipment, firewall administration, Oracle/Microsoft SQL DBA, IMAP4/SMTP/POP email, DNS configuration, Windows/IIS/Linux/Apache servers, database backup/restores, Compaq/Dell configuration, Site Server/Webtrends reporting, MS Office development and assisting staff with various issues. Achievements included re-engineering the sales web-site for an operational cost savings of over $100,000 per year.

**Florida Atlantic University at Broward** (Academic)

10/99 to 9/00: Network Infrastructure Manager

Responsible for maintaining Cisco based LAN/WAN, Novell networks, Windows servers, Proxy, SQL, Unix, Linux, Web and Exchange servers for all FAU campuses in Broward County. Other responsibilities included user account management, network/internet security, tape backups, restores, wireless solutions, 24x7 monitoring, performance tuning, service pack updates, disaster recovery planning, maintaining remote access, SQL DBA, Oracle installations, Y2K preparations and various types of upgrades. Special assignments included assisting the Broward County Technology Director with training, reporting, faculty presentations, SLAs and various FAU main campus committee appointments. Achievements included implemented a server availability alert system for all Broward County campuses. Participated in the design and development of a multi-campus Active Directory structure.