KATHERINE L. ROSE

PROGRAMMER

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SKILLS

LANGUAGES & FRAMEWORKS
JavaScript (including jQuery framework), Ruby on Rails, PHP, HTML5, CSS, Python, Java, ASP, VB, VBScript, VBA, C++

DATABASES
MySQL, Oracle, PostgreSQL, SQL

REPORTING/BI TOOLS
BusinessObjects, Crystal Reports, Cognos, Microstrategy, JasperSoft

OTHER TOOLS/SERVICES
Git, Heroku, Bootstrap framework, Service-Now, HP Service Manager, Remedy, TrackIt

EXPERIENCE

ROCKETTMEDIA, LLC
Silver Spring, MD
June 2014 – present

OWNER/DEVELOPER

- Development of a multi-function sports management online service using Ruby on Rails, including integration with Google and PayPal APIs.
- Build requirements and specifications for all application enhancements and modifications.
- Perform all functions necessary for day-to-day management of business.

COMPUCOM
Brooklyn, NY
2007 - 2014

PROGRAM MANAGEMENT SPECIALIST

- Developed and managed contractual and non-contractual service delivery metrics and measurements for over 45 clients across multiple tools.
- Acted as SME for Service-Now SLA's, schedules, metrics, reporting, data categorization, and various modules and business rules.
- Performed analysis and process improvement exercises on poorly performing accounts as requested by executive management.

Key Accomplishments
- Defined SLA configuration standards within Service-Now and retrofitted previously existing SLA rules to new, more accurate standards.
- Assisted the solutioning team in building a standardized Statement of Work contract to ensure new contracts would include accurately measurable SLAs and KPIs.
- Received CompuCom STARS award in 2008, given to only 21 of over 11,000 employees in recognition of significant contributions and impact to the organization.

COMPUCOM, assigned to PFIZER
(previously assigned to Pfizer by CCN, Inc.)
Parsippany, NJ
2004 - 2007

TEAM LEAD (March 2006 - May 2007)

- Managed real-time operations for incoming requests via call, email, and web.
- Assisted analysts with following proper procedures.
- Provided second level customer service to clients when escalated.
- Complete special projects and analysis to improve day-to-day performance of the help desk.

2ND LEVEL OUTLOOK SUPPORT ANALYST (June 2005 to March 2006)
- Provided 2nd level Outlook and Blackberry Support.
- Performed account administration for Exchange 5.5 & 2003, BES 3.6, and Active Directory.

2ND LEVEL ACCOUNT MANAGEMENT ANALYST (Feb 2005 to June 2005)

- Performed 2nd level account management for NT, Active Directory and Exchange accounts according to the variety of procedures for secure account administration across Pfizer globally.

HELP DESK ANALYST (June 2004 to Feb 2005)
- Handled first level support issues for over 70,000 clients utilizing hundreds of applications.
- Dedicated subject matter expert for Ariba, Pfizer's main procurement software.

TOLL BROTHERS

Huntingdon Valley, PA
2002 - 2004

TECHNICAL ANALYST

- Provided first and second tier support for a 3000+ user company running over 800 applications.
- Developed small VBA applications for users when necessary.
- Served as Administrator for Track-It! Ticket tracking software.

UNIVERSITY OF PITTSBURGH

Pittsburgh, PA
2000 - 2002

RESIDENTIAL NETWORKING CONSULTANT

- Maintained user connections in campus residence halls.
- Performed on-site support of all external and limited internal user equipment for campus residents.

HELP DESK STUDENT TECHNICAL ANALYST

- Provided phone support for University faculty, staff and students on all varieties of platforms, hardware & software.
- Assisted managerial staff in interviewing, assessing and hiring applicants.

FEDERATED INVESTORS

Pittsburgh, PA
Summer 2001

DESKTOP/PDA INTERN

- Developed project management schema for the Desktop/PDA group and implemented a tracking system in VBA.
- Wrote scripts using VBScript, WIL, and SMSInstaller to customize installations of external and internal applications and distributed them via SMS.

JENKENS & GILCHRIST, PC

Pittsburgh, PA
Summer 1999

APPLICATIONS SUPPORT SPECIALIST/INTERN

- Facilitated the migration of a US Top 40 law firm from Banyan to NT networking.
- Developed software to aid in the conversion.

EDUCATION/CERTIFICATIONS

UNIVERSITY OF PITTSBURGH

Pittsburgh, PA
1998 - 2002

BACHELOR OF SCIENCE

Major: Economics

Related Area: Computer Science

VILLANOVA UNIVERSITY

Online, 2007

SIX SIGMA BLACK BELT COURSE

CSME

Training & Exam
Administered in Dallas, TX
2009

ITIL® V3 FOUNDATION CERTIFICATION