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# **OBJECTIVE**

# A Business Analyst / Technical Writer position in a large IT company or department.

# **SUMMARY**

* Technical background across multiple IT disciplines (DBA, data architect).
* Capable IT / business liaison.
* Possess basic understanding of: business rules & logic, analysis and design, systems development life cycle (SDLC), specifications, entity relationship (ERD), data flow (DFD) and process flows diagrams, relational databases (RDBMS), application programming, object methodology, client/server and mainframe architectures, web design and development.

**TOOLS & TECHNOLOGIES**

Erwin/ERX 3.5, System Architect, Power Designer, Designer/2000, logical & physical data models, data dictionary, reverse engineering, schema generation, subject area creation, complete/compare, RPTwin, structured analysis, business and functional specification, data flow diagram (DFD), process model, entity relational diagram (ERD), Oracle RDBMS (7.3.4 – 8i), Desktop DBA, OEM, SQL\*Plus, MS Access, DOS, Client/Server, Windows NT Server, Novell Netware, AS/400, PeopleSoft HRIS/HRMS, ARCserve, FTP, PCAnywhere, Lotus Notes & Lotus Notes Mobile (3.x – 4.0), Primavera TeamPlay, Visio, MS Office Suite, Yahoo Site Builder, Adobe CS3, Dreamweaver, HTML, XHTML, Cascading Style Sheets (CSS), Visual Basic.NET 2005, Visual SourceSafe, Ariba, MS Accounting, Yahoo Site Builder, Dreamweaver, HTML, XHTML, CSS, Visual Basic.NET, Windows NT, Windows XP, Windows 7, PowerBuilder (4.x - 5.0), SQA Robot (Rational Robot).

# **PROFESSIONAL EXPERIENCE**

**White Cap Solutions, Canterbury, CT April 2010 – November 2011**

**Business Analyst / Technical Writer (consultant)**

White Cap Solutions is a software and development consulting firm offering website design, development and custom solutions to small business owners.

* Gather business requirements and write high level specifications for web development projects.
* Write copy for in-house and client sales brochures, marketing materials and websites.
* Edit and proofread end user documentation and user guides.
* Perform website proofreading and testing.

**White Mountains Financial Services, Hartford, CT April 2007 – February 2010**

**Manager**

A reinsurance start-up company and advisor on the valuation and hedging of variable annuity guarantees.

* Established work procedures and standards to improve efficiency of assigned office operations.
* Compiled, wrote and maintained an operations manual.
* Wrote an instructional job guide outlining office management duties.
* Created an online knowledge base containing job aids, resources and company guidelines.
* Created templates for business documents and maintained an online templates library.
* Researched SharePoint and Dreamweaver as web and document sharing solutions.
* *Tools & Technologies: MS Office, MS Accounting, SharePoint, Adobe CS3.*

**Leslie Grant & Company, LLC 2005 - 2007**

**Owner**

An owner-operated ecommerce small business.

* Designed and built ecommerce website using Yahoo Site Builder.
* Wrote web content.
* Managed all aspects of the business including web design & development, content management, and product sourcing.
* *Tools & Technologies: Yahoo Small Business Hosting, Yahoo Site Builder, FTP, HTML, MS Office, Adobe.*

### Autodesk, Inc., San Rafael, CA 2001 - 2005

### Program Planner – Training & Development Group

Autodesk, maker of AutoCAD, is a multinational corporation focusing on 3D design software.

* Recognized for implementing process improvements.
  + Automated course delivery system via email and web-based solutions.
  + Created and maintained a templates library and document repository.
  + Improvements resulted in successful delivery of 400 training classes per year (a 200% increase) during a three year Global Training Initiative.
* Participated in the full SDLC of a web-based Training & Development Management System.
* Wrote an instructional job guide.
* *Tools & Technologies: MS Office, Ariba, PCAnywhere, Dreamweaver, HTML.*

### Priceline, Norwalk, CT 2000

### Data Architect – Enterprise Data Management Group

A pioneer in the “Name Your Own Price” model for purchasing airline, hotel and car rentals.

* Reverse engineered production databases. Physical models resulted in decreased redundancy and 40% fewer database change requests.
* Used ERwin for schema generation, subject area creation, complete/compare and data dictionary.
* Collaborated in new product development planning sessions & generated data models.
* *Tools & Technologies: Oracle8i, SQL\*Plus, ERwin/ERX, Client/Server, Visual Source Safe, DOS.*

### Georgia Pacific (formerly Fort James), Norwalk, CT 1999 - 2000

### Database Administrator – Midrange Systems Department

An international paper-products company and manufacturer of Dixie products.

* Maintained a three-tiered Trade & Marketing system on an Oracle/NT platform.
* Participated in cross-functional and Joint Requirements Planning (JRP) sessions.
* Wrote an instructional job guide.
* Designed Oracle/NT server architecture for new database server.
* Performed a database migration and upgrade to Oracle to 8.0.5.2.
* Used Oracle Enterprise Manager (OEM) tools such as Schema Manager, Security Manager and ORADIM80 utility to create instances.
* Implemented hot backups.
* *Tools & Technologies: Oracle RDBMS 8.0.5, ERwin/ERX, Desktop DBA, OEM, SQL\*Plus, Windows NT Server, TradeMax, MS Project, SmartFTP, DOS.*

### American Skandia Prudential (formerly American Skandia), Shelton, CT 1997 - 1999

### Database Administrator – Information Services & Technology Group

An international investment holding firm and North American division of Skandia, a Swedish insurance company who pioneered the "MultiManager" approach.

* Promoted from Jr. DBA to DBA after 6 months.
* Supported Oracle & PeopleSoft HRIS databases on NT platforms.
* Attended cross-functional meetings and requirements planning sessions for a customer service workflow / imaging application.
* Tested and reviewed data modeling tools for client/server and mainframe database reverse engineering initiative.
* *Tools & Technologies: Oracle RDBMS 6.x, WindowsNT Server 4.0, AS/400, PeopleSoft HRIS, ERwin/ERX 3.5, System Architect, Power Designer, Designer/2000, physical data models, reverse engineering, Desktop DBA, OEM, Client/Server, FTP, PCAnywhere, MS Office, DOS.*

### DMR Trecom, New York, NY 1996 – 1997

A Systems Management & Consulting Firm

**Swiss Reinsurance**

**Consultant - Lotus Notes Administrator**

* Implemented Lotus Notes Mobile to the Underwriting Department, configuring it for laptop and docking station users.
* Remotely upgraded all branch office visitor PCs with Lotus Notes 4.5.
* Solved replication, dial-in, database and how-to issues.
* *Tools & Technologies: Lotus Notes4.5, Lotus Notes Mobile, PCAnywhere, MS Office, DOS.*

**Citibank (DMR Trecom Consultant)**

**Consultant - Team Lead, Global Desktop Standardization Initiative**

* Oversaw a 4-member team of technical analysts during assessment phase.
* Observed inconsistent data collection processes, procedures and results.
* Designed and implemented use of a data collection form, resulting in a standardized approach and consistent results for 260 desktops.
* *Tools & Technologies: MS Office, DOS.*

**Bear Stearns**

**Consultant - Lotus Notes Administrator**

* Upgraded exiting clients to new release and migrated current users to a new domain.
* Assisted in pilot project introducing Lotus Notes to new client base.
* Monitored 3 Lotus Notes servers, 2 mail gateways and nightly backups.
* *Tools & Technologies: Lotus Notes, Lotus Notes Mobile, DOS, MS Office.*

### Zurich Reinsurance, Stamford, CT 1995 – 1996

### Consultant - Help Desk / Technical Support Analyst

Zurich Reinsurance is the North America division of Zurich Financial Services Group (Zurich), an insurance-based financial services provider with a global network of subsidiaries.

* Provided helpdesk and Level I technical support resolving issues for 200+ end users.
* Administered LAN/WAN and Lotus Notes user accounts and security.
* Built workstations, installed and configured desktop applications.
* Team lead for workstation upgrade project. Recognized for excellent project planning and execution.
* Created SQA Robot test scripts for PowerBuilder applications.
* *Tools & Technologies: Novell Netware, SYSCON, Lotus Notes, MS Office, Mainframe & Client/Server, PowerBuilder (4.x-5.0), SQA Robot, DOS.*

# **EDUCATION**

B.A., Wells College, Aurora, NY (2006)

Professional Courses(1995 - present)

* Business Analysis Fundamentals (in progress)
* Project Management Fundamentals (in progress)
* Introduction to Technical Writing
* Business & Marketing Writing
* Web Design & Development
* Programming Logic
* Visual Basic.NET 2005
* Oracle8 Database Operator for NT
* Oracle7 Server: Database Administration
* PeopleSoft HRIS

Columbia University, New York, NY (1993 - 1995)

Computer Technologies & Applications program

* Database Specification & Design
* Oracle SQL & Database Server Concepts
* Systems Analysis & Structured Design
* Micro Operating Systems

**AFFILIATIONS**

Member, International Institute of Business Analysis (IIBA)

Member, Society for Technical Communications (STC)