

Melissa Norman

Programmer/Analyst

Concord, NC - Email me on Indeed: [indeed.com/r/Melissa-Norman/9fc4241259e09e69](https://www.indeed.com/r/Melissa-Norman/9fc4241259e09e69)

- Java
 - Android Applications
 - SQL
 - HTML
 - Database Applications
 - Office Suite, including Excel and Access
 - MVS/DB2/Cobol/Sybase
- Authorized to work in the US for any employer

WORK EXPERIENCE

Programmer/Analyst

American University - Washington, DC - 1993 to 2005

- Prepared data reports for various offices, including Department of Human Resources, Office of Sponsored Projects, Career Center, Student Services, Finance and others.
- Worked with offices such as Student Services, the Washington College of Law and others to create and utilize web-based applications to capture, organize data and import it into University databases.
- Provide support to other IT specialists in building, updating, and maintaining a data warehouse for the University.
- Supported IT specialists in processing information for reporting purposes.

Office of the Provost

American University - Washington, DC - 1991 to 1993

- Performed administrative support to the provost.
- Prepared PowerPoint demonstrations.
- Prepared desktop publishing.
- Prepared documents from transcription.
- Assisted with NetWare administration.

EDUCATION

Computer Technology Integration

Rowan-Cabarrus Community College
2014

B.S. in Business Administration

Longwood College - Farmville, VA
June 1989

Computer Science

American University - Washington, DC

SKILLS

Java (Less than 1 year), Android (Less than 1 year), SQL (10+ years), Databases (10+ years), Microsoft Office (10+ years), Microsoft Excel (10+ years), Microsoft Access (10+ years), Db2 (5 years), Visual Basic (2 years), C++ (5 years), PHP (Less than 1 year)

ADDITIONAL INFORMATION

KNOWLEDGE, SKILLS, AND ABILITIES:

- Write, update, and maintain computer programs or software packages to handle specific jobs such as tracking inventory, storing or retrieving data, or controlling other equipment.
- Conduct trial runs of programs and software applications to be sure they will produce the desired information and that the instructions are correct.
- Perform or direct revision, repair, or expansion of existing programs to increase operating efficiency or adapt to new requirements.
- Test programs or databases, correct errors, and make necessary modifications.
- Write, analyze, review, and rewrite programs, using workflow chart and diagram, and applying knowledge of computer capabilities, subject matter, and symbolic logic.