

Lisa Hale

SharePoint/Systems Developer - Metrolina Greenhouse(Contract)

Gastonia, NC - Email me on Indeed: [indeed.com/r/Lisa-Hale/a13eee9aa4275b12](https://www.indeed.com/r/Lisa-Hale/a13eee9aa4275b12)

Authorized to work in the US for any employer

WORK EXPERIENCE

SharePoint Developer/ SharePoint Design

Bank Of America - Charlotte, NC - February 2017 to Present

Work closely with project management team of employ and enhance modification to the current Intake web application form

Estimation of time to complete design and production phase of projects.

Assist the work stream leaders with developing the content management strategy, including performing needs assessments

Create user and developer guides.

Administer SharePoint application with MVC

SharePoint/Systems Developer

Metrolina Greenhouse(Contract) - May 2016 to Present

Database Administration

- Build, configure, maintain, and troubleshoot SQL server including development, UAT, and production environments for in-house developed and package systems.
- Write, modify, test, and debug SQL tables, views, stored procedures, functions, and scripts.
- Apply SQL performance tuning technics such as indexing and analyzing execution plans.
- Work with other developers in agreeing, establishing, and adhering to SQL best practices.
- Provide input on SQL licensing needs and growth projections.
- Maintain all code files in Team Foundation Server

SharePoint Administration and Development

- Design, install, configure, and administer SharePoint 2013 environment with multiple internal and external facing sites and content databases.
- Work with others in sizing and maintaining hardware requirements for SharePoint environment.
- Perform SharePoint backups, restores, and issue resolution.
- Create new sites, establish best practice use and train site administrators.
- Research, help select, build, and maintain other package web platforms.
- Develop new and modify existing features and workflows within SharePoint.

Web & BI development

- Create web forms to display and capture data and enforce business rules using HTML, ASP and Javascript
- Use third party controls as needed to simplify design and improve reliability
- Use Javascript to display data and input parameter selection options for Actuate BI (Business Intelligence) platform
- Maintain all code files in Team Foundation Server
- Gather and document user requirements and proposed solutions. Prototype and follow Agile-like development cycles.
- Build, maintain, and troubleshoot web servers and IIS

(contract) - Compliance Portfolio Lead

Bank of America - April 2016 to May 2016

- Conduct periodic internal reviews/ audits to ensure that compliance procedures are followed.
- Assisted quality team in SharePoint administration and development when requested.
- Evaluate testing procedures to meet the specifications of environmental monitoring programs.
- Identify testing SLA's are being met.
- Assess product, compliance, or operational risks and develop risk management strategies.
- Identify compliance issues that require follow-up or investigation.
- Disseminate written policies and procedures related to compliance activities.

Technical Business Analyst/ SharePoint Developer

Citico Fund Service - May 2014 to December 2015

- Microsoft SharePoint Development and Administration.
- Performed functional & non-functional business requirements gathering, data analysis, cross system integration analysis, use case analysis, and gap analysis.
- Worked with other developers to establish and adhere to SQL best practices. Developed stored procedures and views.
- Documented/processed workflows and assisted in the implementation of improved processes.
- Created test plans and managed execution of testing.
- Assisted with design reviews and led sub-tasks of projects
- Assisted in the rollout of system upgrades or new implementations.
- Supported system testing and beta programs.
- Performed business process engineering, IT strategic planning with leading portfolio management systems, hedge funds, prime brokerage and portfolio administration businesses intelligence.

Application Developer/ SharePoint & Crystal Administration

Europa Sports Products - June 2012 to May 2014

- SharePoint 2010 architecture/ administrator including Web Applications, Site Collections, Content Databases, Service Applications.
- Created custom SharePoint applications that utilize Workflow and InfoPath functionality with SharePoint designer 2010.
- Wrote, modified, tested, and debugged SQL tables, views, stored procedures, functions, and scripts. Applied SQL performance tuning technics such as indexing and analyzing execution plans.
- Managed farm backup and recovery with NetApp Snap Manager for SharePoint.
- Proficient in SharePoint designer 2010 capabilities specifically workflows, master pages, and page layouts.
- Developed user application in Visual Studio 2010 front end and SQL 2008 R2 backend, coding application in C# and JavaScript.
- Business Analysis Responsibilities: gathered SharePoint application requirements from end user before creating applications. Created Test Case for new SharePoint application.
- Strong knowledge of Calendar, list, and library settings. Strong knowledge of filters, columns, forms (both Info path and out of the box) and views.
- Strong knowledge of SharePoint authorization such as permission levels, groups, and user profiles.
- Experienced with SharePoint Enterprise Search services, crawler configuration, and scopes.
- Used SQL Server Management Studio, Excel Pivot tables, Crystal Reports 2011, Access reports and forms, database and table structures, Data configuration and transfer database and table structure.
- Build, configure, maintain, and troubleshoot SQL servers including development, UAT, and production environments for in-house developed and package systems.
- Developed SSIS/ETL packages.
- Experienced with configuration logging settings, Health Analyzer rules, Auditing, and Web Analytics Usage reporting. Advanced troubleshooting skills.

- Used SharePoint 2010 Dashboard.
- Provided technical support and troubleshoots system issue associated with SharePoint related activities.
- Set up and provided day-to-day end-user support in collaborative team environment.
- Provided documentation and conducted end-user training using how-to guides, tips and tricks, live and recorded presentations, and job aids focusing on ease of use and best practice procedures.
- Mentored and lead small teams on projects and initiatives.
- Business Analyst and Project management roles in training end users & Multi-level management.
- Business analyst and procedural documentation in a high-volume, web-enabled environment with customer-facing websites.
- Strong process modeling using UML (Use Cases, Sequence Diagrams, Activity Diagrams, etc.)
- Team player to work in conjunction with testers (QA), developers and other team members in validation and testing of complex project scenarios and in the maintenance of Quality Standards of projects.
- Experienced writing test outlines, test plans, test cases, and defect reports.
- Experienced in Requirement Analysis, JAD sessions, Business and Systems reviews and working sessions to understand the requirements and system design.
- Well versed in Requirements/Change Management, Impact Analysis and Gap Analysis.
- Strong Analytical and Problem Solving skills, Multi-Tasking abilities, with proven experience in utilizing people and process knowledge to assist enterprises in making critical decision.
- Interviewed clients and stakeholders to get a better understanding of client business processes and gather business requirements.
- Technical writing skills to create Business Requirements Document (BRD).
- Perform daily system monitoring, verifying the integrity and availability of server resources SharePoint Farm and SAP Crystal Reports, systems and key processes, reviewing system and application logs, and verifying completion with Solar winds.
- Developed reports using Crystal Reports Designer 2011 that included multiple Sub-Reports, Parameters, SQL. Worked with expressions and Crystal/Basic Syntax Formulas. Knowledge in publishing/scheduling reports to Crystal Enterprise 10. Utilized publishing Wizard as well as Crystal Management Console.
- BMC/Numara Track-IT Numara Administrator.

Contractor

BI Platform Vendor Analytics - November 2011 to May 2012

- Worked on a comprehensive project that identified all spend with the supplier group and put the data in one data repository (SQL Server).
- T-SQL and Stored Procedure development and usage. OLAP cube development and usage creating reports.
- Creating SSIS packages with SQL Server Business Intelligence Development Studios.
- Creating multifunction Stored Procedures in SQL Server Management Studio
- Created SQL jobs scripting necessary to automate daily processing.
- Designed and developed various custom defined reports using SQL Server Reporting Services (SSRS) and deployed them on SharePoint 2007/2010 Portal Web part Viewer.
- SharePoint reporting site reporting.
- Creating management reporting in SSRS.
- Working with internal clients to create ad hoc reporting based on multiple dataset information.
- Involved in Business Analysis and Requirements collection. Created presentations and procedural documentation. Maintained warehouse metadata, naming standards and warehouse standards for future application development. Involved in the Dimensional Data Modeling and populating the business rules using mappings into the Repository for Data management.
- Coordinated with source system owners, day-to-day ETL progress monitoring, Data warehouse and maintenance.

- Troubleshoot problems by checking sessions and error logs.
- Designed and developed end-to-end ETL process for Business Intelligence Vendor Analytics.
- DTS to SSIS package conversion and impact analysis of Package consolidation and re-factoring effort of data warehouse ETL logic.
- Cleanup and archival processing of retired packages.
- Created Technical support process to track technical incidents as it is opened by a customer, investigated by a support engineer, routed to technical experts, resolved, and added to a knowledge base. Utilizing SharePoint Workflows.

Programming Analyst

CITIGROUP - December 2008 to March 2011

- Application development using SharePoint, .NET Framework, C#, VB.NET, ASP.NET Technologies.
- Administered SharePoint creating user accounts with specified permissions.
- Worked through all the phases of Software Development Life Cycle (SDLC) including Requirements Gathering, Analysis, Design, Development, Testing, UAT, Production and Post-production Support.
- Hands on experience in creating Tables and Views as well as writing Stored Procedures, Functions, indexes using T-SQL and PL/SQL/ SQL Enterprise Manager Version 2005.
- Built database solutions. Solutions were implemented using either SQL Server or Microsoft Jet back ends. The user interfaces were created using Microsoft Access Data Project tools (.adp) or Microsoft Access architecture (.mdb). Experience included requirements analysis, database design, upgrades, ongoing maintenance and support. Extensive use of SQL and Visual Basic for Applications (VBA).
- Utilized Java, ASP, and ASP.NET & JavaScript to create internal application for ticket tracking.
- Utilized numerous data feeds from SAS to create daily reports for National Customer Service Dept Using Excel, Access.
- Customized forms using InfoPath and published them to SharePoint Form Library.
- Experienced in Creating Packages using SSIS/ DTS to import/export data and schedule tasks to move data from log tables.
- Implemented custom built web parts using Visual Studio 2005 for the users to select the currencies involved, deal expiration date.
- Designed and implemented Data Grid Web Parts to display data from SQL Server 2005 database utilizing Business Data Catalog features.
- Automated processes to assist with reporting outputs Macros and VBA Code.
- Partnered with senior management to create and maintain departmental procedures.
- Assisted clients in achieving process goals with Microsoft applications & gathering requirements.
- Created Technical support process to track technical incidents as it is opened by a customer, investigated by a support engineer, routed to technical experts, resolved, and added to a knowledge base. Utilizing SharePoint Workflows.
- Set up ODBC connection for SharePoint projects.
- Created internal sites. Maintained a unique look and feel across the portal by using Master Pages, CSS and HTML. Additionally designed and manipulated these pages using SharePoint Designer 2007. Created Web Parts using SharePoint Designer 2007 to display live feeds by consuming web services.

SharePoint Administrator/BA

CITIGROUP - August 2001 to March 2011

Tennessee (multiple roles)

Technical/Programming Analyst

CITIGROUP - December 2006 to November 2008

- Developed online data tracking application in ASP.NET.
- Managed partner data for operational functions with SQL Enterprise Manager Version 2005.
- Created User Interface applications using ASP.NET.
- Performed process analysis to identify production support opportunities
- Increased department productivity with creation of Robo-Rep which allowed opportunity for more efficient use of technical resources utilizing VB Script, SAS.
- Created and maintained project status reports SharePoint.
- Maintain update and grant permissions in SharePoint.
- Created training decks for new applications Power Point & Word 2000 and up.
- Web application development and maintenance utilizing Active X.

Technical Analyst/Developer

CITIGROUP - August 2001 to December 2006

- Performed gap analysis by researching data with SQL.
- Created dynamic web pages for data tracking. This was accomplished using ASP as the front end and SQL back end.
- Reconciled data with Excel (VLOOKUP, Pivot table).
- Created volume and productivity reports.
- Automated Microsoft Excel, Microsoft Access, and web reports.
- Developed and maintained online User Interface used for training feedback and reporting.
- Created and updated training decks for new applications using Power Point.
- Created and maintained online intranet reporting website for department analysis.
- Created Ad-hoc reports for daily operation analysis using Excel & Access.
- Completed data mapping and produced account level reporting.
- Worked with UNIX based Sun SOLARIS Concerto dialer, analyzing dialing strategies and call mixes.

EDUCATION

Computer Engineering Technology for Business

DeVry University

May 2017

ADDITIONAL INFORMATION

Operating Systems: Windows [...] Linux, UNIX (AIX, HP-UX),

Web Servers and Coding: JavaScript, Fireworks, C#, PowerShell, VBA, Microsoft IIS 4.0, Java, Web Server, PHP

Web Tools: SSIS, SSRS, ASP, XML, VB.Net, Dream Weaver

Other Tools: SharePoint [...] Nintex 2010, C++, Java, VB,J2EE, Active X, Solar winds, Active Directory, BMC/Numara Track-IT, Numara Administrator, Customer Relation Management(CRM) GoldMine, NetApp SnapManager, JIRA, VMware, Orchestrator, OBIEE Report Center, Qlik View/Desktop, Agile, Kanban, Microsoft Info Path 2010, Microsoft Office Suite 2007+