

# Kima L. Brown

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## CAREER OBJECTIVE:

To obtain a new graduate position or Associate Vice President level or above as a data scientist, analyst, computer programmer, web developer, software engineer or work in artificial intelligence/machine learning.

## EDUCATION:

**Bachelor of Science – Computer Science** – Honor Society 3.366 Overall GPA / 3.647 Major GPA  
University of Central Arkansas, Conway, AR (08/2017 – 05/2019)

**Bachelor of Arts – Business Administration – Marketing**  
Henderson State University, Arkadelphia, AR (08/1989 – 08/1993)

## RELATED COURSES:

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| • Computer Science I & II (C++)                          | Computer Architecture  | Java Object Oriented Algorithms            |
| • Data Structures (C++)                                  | Operating Systems (C, VB.net)                                    | Assembly Software Engineering (Java MYSQL) |
| • Discrete Structures I & II                             | Linux/Unix   | Database Systems (Oracle)                  |
| • Statistics   | Statistical Methods (R)  | Artificial Intelligence                    |
| • Principals of Programming (Python, Visual Basic, Perl) |  | Machine Learning(Python)                   |
| • Applied Calculus for Life Sciences                     | Web Technology (HTML5, JavaScript, Apache, PHP, MYSQL, XML, CSS) |  |

## TECHNICAL SKILLS:

- **Languages:** R, C, AS/400, SAS on (PC, UNIX, MVS), C++, SQL, Java, Visual Basic, VB.net, Python, Perl, Java Script
- **Operating Systems:** Windows, UNIX, MVS
- **Database Systems:** Oracle, DB2, MYSQL
- **Other/In-House Systems:** SharePoint, NDM, CARDPAC, FTP, MVS/File-Aid, FDR, Epiphany, UNIX Vi Editor, HTML5 MVS/TSO/ISPF/CICS/JCL, MS Office, CCM, ENCOMPASS, Smartsheet, Basecamp, Mac: Numbers Pages Keynote, Adobe: Photoshop Illustrator InDesign, Google Drive: Docs Sheets Slides, Visual Studio 2017, Eclipse, Apache, PHP, XML, CSS

## WORK EXPERIENCE:

### ACCOMPLISHED SAS PROGRAMMER ANALYST

SAS Programmer with more than ten years programming experience while working in a high-volume unit – Database Marketing. Responsibilities included code development, accurately gathering data from systems such as FDR, credit bureaus, and campaign manager. Strong background in internal marketing and system knowledge within the credit card industry. Proven ability to focus on detail and meet short timeline request. Coded complex horizontal marketing initiatives across all existing US Bankcard portfolios performing sizing's, selections, validation, data management and account maintenance on 17 million cardholders. Served in various leadership roles such as Team Lead and Trainer. Relationship Manager for Voice of the Employee efforts. Supported system entitlement reviews and compliance documentation for internal website.

## KEY COMPETENCIES:

- ✓ Over ten years programming experience to deliver against key revenue goals of 26 million cardholders
- ✓ Keen understanding of CRM goals and how these translate to real world executional strategies
- ✓ Data validation, quality control management as a critical skill component of all endeavors
- ✓ Strong advocate of the "voice of the customer" with active listening skills
- ✓ Proven ability to focus on detail and deliver in under high pressure, time sensitive scenarios
- ✓ Text book code development accurately gathering data from multiple databases (DB2, Oracle)
- ✓ Proficient in SAS/SQL on the most commonly used environments PC, Mainframe and UNIX

### **Farmers Insurance – Little Rock, AR (10/2015 – 08/2016)**

**Insurance Agent AR Producer LIC# 17671365/District Office of Tim Bryant Agency**

- Brought in new customers through sales of life, home, renter, auto and commercial insurance raised quota interest in district by being consistent each month
- Obtained existing insurance, personal information, home/auto details to run insurance quotes and stabilized information for future sales growth each month
- Assisted families with personal budgets and utilize information to show benefits of life insurance overall impacted life insurance sales for district
- Reviewed policy applications for error and omissions then work with insurance underwriters to facilitate completion of process as an above and beyond achievement as this was not part of my regular role

### **Senator Mark Pryor Campaign - Little Rock, AR (4/2014 – 11/2014)**

**Volunteer-Advocate for the Democratic Party/ Campaign Organizing Department**

- Made calls out to voters using a dialer system to support candidates had biggest campaign turnout
- Devised and developed networks and cultivated relationships with public officials such as Bill and Hillary Clinton among others on off-site campaigning that impacted voter registration for college students
- Coordinated recruitment and organization of volunteers around campaign and sought opportunities to advance the diversity initiatives through new partnerships with local college
- Participated in the development of media campaigns and promoted volunteer media exposure to bring in new votes
- 2014 most consistent volunteer with Senator Mark Pryor Campaign got chosen to work with Hillary Clinton at her book signing in Little Rock, AR

### **The Brown Family, North Little Rock, AR (11/2006 – 3/2014)**

**Nurturing Caregiver/ For a Family Member**

- Helped the patient live a full, independent and dignified life within the comfort of her own home
- Provided care for the patient around the clock, preparing meals and assisting with activities of daily living
- Planned and designed nutrition requirements of patient as per their condition
- Looked after the cleanliness and healthfulness of the patient and their environment in the best possible manner
- Assisted the patient in outside traveling such as medical appointments

### **CITIGROUP (Credit Card Services) - Irving, TX (9/1993 –10/ 2006)**

**Associate VP Manager/Database Marketing (9/1999 – 10/2006)**

- Volunteered to assist with development of department specific SAS Programming training manuals in collaboration with the SAS Institute
- Maintained department compliance and business assessment related documents made available to employees from our department internal website
- Entitlement review manager, administered system review access for department employees, collaborated with information security department
- Coded front-end credit bureau processing, updating credit bureau data on existing card members to bureau
- Voice of the Employee Team Lead, relationship manager for department employee/manager relationship concerns. Made survey feedback and VoE content available via internal website using HTML
- Use SAS on various platforms (PC SAS, UNIX, and Campaign Manager/MVS) to perform program selections
- Address team members, technology and training needs for the group using (MVS/TSO with JCL, and SAS on a UNIX platform)
- Analyze the translation of documentation for program requirements and implementations
- Consulting project managers on system function needs for requirements gathering
- Assisted building Oracle database, which mapped data from SAS datasets to Oracle and created field names for the campaign manager
- Led and mentored 1-2 junior programmers and assisted with offshore programmers from India
- Responsible for documenting and updating process manuals

**Programmer-Analyst II - Senior Programmer-Analyst/Centralized Operations (12/1997 - 9/1999)**

- Developed SAS code for account selections according to program criteria
- Validated account selection and coordinated distribution of program output files
- Communicated status of programs, validation and maintenance schedule to all departments
- Interacted with various departments (Systems, Risk Management and FDR) to support program
- Assisted in the analysis, translation and documentation for program criteria to perform account selections and program implementation
- Reviewed programming code of other team members to ensure accuracy as well as train new programmers on processes and procedures

***System Analyst II/Marketing Implementation Department (9/1995 - 11/1997)***

- Validated marketing program selections and account maintenance files
- Maintained out of building tape processes and procedures
- Assisted Validation Manager, trained new team members ensuring procedures were followed accurately

***Project Manager/Systems Control Department (11/1994 -8/1995)***

- Mock conversion support, data mapping from CARDPAC to FDR (First Data Resource) systems, tested and reported results of system functions, which extended to other acquisition conversions
- Data entry support, entered PIF's (Product Information Forms) for various Bank Card portfolios
- Validated marketing programs according to criteria using MVS/File-Aid and SAS programming
- Functioned as Statement Validation Supervisor, managed two people while ensuring calculations of customer credit card statements and that the statement messages were accurate

***Bank Card Representative/Security Fraud Department (9/1993 -10/1994)***

- Investigated fraudulent incoming calls from merchants. Released verbal authorization transactions to the merchants
- Answered incoming calls to activate newly issued cards and report cards lost, stolen, or not received
- Made calls to customers to verify transactions that were suspicious from daily risk reports
- Trained new hires and HR training department trainers

**Henderson State University - Arkadelphia, AR (08/1989 – 08/1993)**

***Student Advisor-Tutor/Retention Office***

- Tutored students in algebra and accounting. Performed administrative assistant duties
- Utilized Dbase to run queries on student database system to collect information for various reports. Conducted college entrance test

**PERSONAL HIGHLIGHTS:**

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- Maintained a 3.0 or above throughout Computer Science Degree
- Served as Treasurer for Computer Science Club 2018 - 2019
- Research Assistant – Computer Science Department
- Made Dean's List Fall 2018 and Spring 2019
- Location agnostic and willing to travel
- Natural instinct to see the big picture a pure strategic thinker
- Healthy environment that provides challenges is desired
- Great talent of training others and like to see them succeed-a true team player
- Served as Treasurer for Gospel Choir 1990 - 1993