**Tatyana Smirin**

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**SUMMARY**

Information Technology Professional with 15+ years of hands-on experience working on analysis, design, development, implementation and support of software applications and databases for E-Discovery, Financial, Credit Card processing, GRC, Health, and other industries.

**Core Strengths:**

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| * Experienced SQL Programmer (T-SQL and Pl/SQL) * Expert in Business Objects Universe, Webi and Crystal Reports * Proficient in SSRS, EXCEL * Business Intelligent and Data Warehouse Developer * Creative software/DB developer/data analyst with focus on delivering solutions to meet and   exceed business needs | * Detail-Oriented * Multitasking and Project Management * Extremely Quick Leaner * Troubleshooting, Problem Analysis and Resolution * Production Support * Excellent Communication and Verbal Skills * Proficient in Linux |

**TECHNICAL SKILLS**

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| **Programming** | PL/SQL & T/SQL, Business Objects Crystal Reports and Webi,BO Universe Design, C# , VB.NET, VB 5.0/6.0, VBA, ADO/ADO.NET, MS SQL Server Reporting Services, ATG application support and programming, Perl scripting, Java, XML, SAS |
| **Databases** | Oracle 7, 8i & 9i Enterprise, 10g, 11g, MS Access 2000/2003/2007, mySQL.  MS SQL Server 2000/2005/2008/2012 |
| **.NET Platforms** | ASP.NET Framework 1.1/2.0/3.5 |
| **Environment, Tools** | MS Excel, TOAD, SQL Developer, Oracle Grid Control , Enterprise Manager, Apache, ColdFusion, JBoss as support, MS Visual Studio 2005/2007/2010/2012, Citrix, VNC, RDP, Outlook and MS Word 2003/2007/2010, Boomi ,Opalis, Serena, ConnectShip, DocuClass, Talisma, NICE, IBM Software/Lotus Notes, Witness, Jira, Visual SourceSafe & Subversion, BO 3.1,4.0 |
| **Operating Systems** | Linux, Windows XP/Vista/7,8, Window Server 2003,2008, 2012 |
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**PROFESSIONAL EXPERIENCE**

**BWise, NASDAQ company** **11/2013 – Present**

**BO Developer/Application Manager**

Work for BWise, a Nasdaq company, that is a global leader in Enterprise Governance, Risk Management and Compliance software, with a strong heritage in business process management

* BO installation, configuration , administration including security, scheduling, backups
* Universe design, development ,deployment, troubleshooting and support
* Webi and Chrystal report design, development, deployment, troubleshooting, and support
* BO support in different client environments, including different OS, java, browsers.
* Application deployment, installation, configuration
* Installation, configuration, system management, upgrade of application servers
* Troubleshooting, managing and maintaining internal applications
* Support of SQL Server database and application development systems for diverse client environments.
* Creation new databases, planning the location of backups and Transaction log files on disks
* Scheduling backup jobs, optimizing processes, scripts, stored procedures, indexes
* Setting up database maintenance plans to optimize, re-index and update statistics
* Automation of processes to maximize efficiencies
* Configuring database mail, jobs notifications in SQL server 2005, 2008,2012
* Complex queries, scripts, indexes, store procedure, ad hoc reports per client request
* Constant communication with client and upper management
* Creator of documentation of policies, processes and procedures.
* Subject matter and team mentor in BO and Database.

**Stroz Friedberg, LLC** **03/2011 – 08/2013**

**Senior Application Support Engineer/Database Developer**

Worked for world leader in investigations, intelligence and risk services specialized in Digital Forensics, Incident Response, Security Science, Intelligence and Investigations, Data Discovery, Forensic Accounting and Compliance.

* Provide 24/7 level 2 & 3 technical support for highly sophisticated E-discovery applications using multiple environments/platforms/settings/tools/programming languages.
* Develop, design, and support of company’s reporting system using Business Intelligence, Crystal Reports and .NET applications.
* Provide 24/7 production support for E-discovery clients.
* Responsible for technical support, setup, troubleshooting of IBM Lotus Notes and MS Office products: Word, Excel, Outlook
* Responsible for production troubleshooting and providing quality assurance.
* Perform Oracle database and application tuning: optimizing indexes/views/triggers/stored procedures/packages
* Develop complex Oracle scripts/procedures/functions/packages for various client requests.
* Extensive work with PLSQL/Oracle text/Multilanguage support.
* Daily database custom work per client request
* Research for better practices to optimize production processes
* Installation of Business Objects and technical support in various environments: Windows XP, Windows 7, Windows Server
* Design system requirements and application development for the eDiscovery department using VB.Net, C#, Oracle, and scripting
* Communicate and interface with management leaders, development and production operation teams; work closely with other departmental teams and managers to resolve issues and implement project tasks in most efficient manner
* Responsible for technical support, setup, troubleshooting of IBM Lotus Notes and MS Office products: Word, Excel, Outlook.
* Worked on building, creating and utilizing company data to create data warehouse and run production reports.
* Communicate and interface with management leaders, development and production operation teams; work closely with other departmental teams and managers to resolve issues and implement project tasks in most efficient manner.

**NUTRISYSTEM**, Horsham, PA **11/2007 – 02/2011**

**Senior Application Support Engineer**

Worked for weight loss industry Leader Company that offers variety of products and programs to a wide range of clients in USA.

* Provided efficient level 2 & 3 technical support in production environment for internal and external clients. 24/7 on-call support included to immediately address production issues.
* Evaluated various support application products for business needs. Implementing and following company’s change control processes.
* Provided support for 3rd party applications which include Boomi, Opalis, Connectship, Docuclass, Talisma, Business Objects, NICE, Witness, Serena
* Developed stored procedures, SSIS packages, functions in SQL Server and Oracle Databases.
* Implemented and maintained internal and backend web applications in ColdFusion, ASP.NET, OMS.
* Performed application troubleshooting.
* As member of audit group, provide and explain to auditors’ processes and procedures; supplied auditors with all required information.
* Worked with team on moving entire environment to different facilities, participated in move, design, planning, implementation and QA processes.
* Solely responsible for upgrade, installation, implementation of Business Object Enterprise 3.1
* Worked as System Administrator of Business Object, Crystal Reports and Metadata Manager.
* Solely responsible for migration of Business Object 3.0 and Crystal reports XI to Business Object Enterprise 3.1
* System Administrator of APOS application for SAP.
* Member of Release Management Team
* Participated in day to day activities of support of Data Warehouse and ETL.
* Solely responsible for support, installation of mySQL and mySQL replication in Linux environment
* Worked with Infrastructure in spinning off scores of VM’s and servers in production environment.
* Enabled automation and build toolsets to supplement needs of various business functions.
* Documented test and production environment system configurations and support application deployment/installation guide.

**PAYBYTOUCH, MERCHANT SERVICES**, **DE** **1999 –02/2006, 01/2007- 11/2007**

**Applications and Database Developer**

Served as project lead, process owner, programmer analyst. Managed full software development life cycle of back office applications for Risk, Settlement, Dispute and Resolution. Utilized hands-on experience in client/server and Web based front-end, middle tier (Visual Studio.NET) and database backend (SQL Server, Oracle 8i & 9i and MS Access) development.

* Responsible for full project life cycle: gathering user requirements, building relational database, developing and implementing applications for issuing charge back for credit card transactions. System provided Web access to enter, edit, and update information, print corporate data, and view information.
* Closely worked with business users to utilize and report data throughout an organization across departments.
* Effectively developed reports and reporting applications using Microsoft SQL Server Reporting Services (SSRS)
* Created front-end application to convert custom-formatted transaction data files to specific format and send transaction to backend server.
* Key player in Software Quality Assurance Team.
* Backend Risk Management System (BRMS) (Utilized C# .NET and SSRS via SOAP Interface).
* Extensively modified Card Processing Software. System allowed credit card processing and bank authorization transactions in 3 to 7 seconds interactively or in batch mode.
* Successfully participated in migration MSSQL 7 to Oracle 8i and Oracle 8i to 9i.
* Key player in conversion of internal products from Visual Basic to C# .NET Platform

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**TOWERS PERRIN**, Philadelphia, PA  **03/2006- 12/2006**

**Analyst**

Responsible for research, development and support of multi-currency economic scenario generator applications - key components of firm’s asset/liability management capabilities. Successfully designed, implemented system specifications. Responsible for model enhancements and bug fixes. Completed ad hoc projects such as customization of models for specific client assignments.

**MAXCOM**, Philadelphia, PA  **1997- 1999**

**Programmer/Analyst**

Involved in development and implementation of Event Management System for Financial Institution. Played active role in development of Data Warehousing Distribution System for companies with multiple distributions, sales. Participated in database design; created procedures, functions to facilitate, validate data entry and ensure data integrity. Deeply involved in development and design of Educational and Training Information System.

**Education**

**Global Computer Technical School**, Philadelphia, PA

**Minsk Musical College**, Minsk, Belarus

**Training and Certifications**

**2006** - **MS MCP Exam 70-315**

Developing and Implementing Web Applications with Microsoft Visual C# .NET and Microsoft Visual Studio .NET

**2008** - JBOSS AS

**2008** - BO Security

**2009**  - MySQL replication

**2010**  - Transact-SQL course

**2011**  - PL/SQL and Oracle Text course

**2013** – BO Webi Development

**Citizenship**

US Citizen