Norman Mast

MBA, PMP

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Objective

As an IT Manager I have 20+ years' experience, looking to apply versatile analytical and leadership skills to identify, implement and maintain system improvements for maximum operational efficiency

Summary

- Unique experience in operations, development and information systems management with national corporations
- Highly skilled in applying relevant technology and management practices to lead and improve staff performance at all levels
- Extensive experience with SDLC process and management of matrix projects across multiple departments/sites
- Strong analytical skills in identifying operational deficiencies and designing system improvements
- Broad experience in developing and presenting projects/proposals to all levels of management
- High proficiency in Enterprise Resource Planning (ERP) systems

Technical Skills

Development: MS Excel; MS SQL; ANSI C; SQL; Visual Studio; Linux, UNIX; UNIX Shell; HPUX; IBM AIX; Sun Solaris

Reporting Tools: Excel and Crystal reports to access databases using SQL directly or building and using database views.

Experience

June 2012 - Present

MidAmerica Point of Sale (McDonalds Contractor)
Hutchinson, KS
Senior Systems Analyst & Project Manager
- Serving as a database developer, writing SQL for reporting using MS SQL, Excel, Access and Crystal Reports
- Creating reports for McDonalds using macro-enabled Excel, pulling data from ERP and CRM systems to be saved as standard spreadsheets that are automatically sent to McDonalds.
- Managed two system level upgrades of the Great Plains ERP system

MAJOR PROJECTS:
Managed design, scope and successful implementation of two custom solutions into Great Plains Enterprise Resource Planning (ERP) package:
- Integrated an invoicing solution from home grown CRM package which eliminated labor costs of one full-time position and reduced direct mail costs by $5,000/month
- Integrated an email invoicing mailing package from a third party Great Plains partner

June 2011 - June 2012

City of Topeka
Topeka, KS
Software Engineer
- Served as database developer, writing SQL for reporting using MS SQL, Excel, Access, and Crystal Reports.

MAJOR PROJECTS: Managed design, scope, and successful implementation of third party online application software (E-recruiting) into Lawson ERP package for HR.

June 2010 - Present	**Baker University, Ottawa University, Friends University** Ottawa/Overland Park/Topeka, KS ***Adjunct CIS Professor***

2005 - May 2010	**Baker University** Baldwin City, KS ***Project Manager***

- ➢ Supported various MS SQL, Access and MYSQL databases.
- ➢ Developed SQL scripts and views on MS SQL and wrote Crystal reports against the views.
- ➢ Administered data transfer between ERP System and Security Card system.
- ➢ Facilitated libarary data transfer between University ERP system and Kansas City Library system.
- ➢ Served as full-time CIS faculty member (2009/2010).

MAJOR PROJECTS:

- Served as project manager for installation of a new multi-million dollar, university-wide CampusManagement ERP administration system that merged redundant department/site enrollment databases into a single university-wide database, eliminating duplication and entry errors for 10,000 students per semester.
- Assisted in development and analysis of needs statements in Fall 2005.
- Developed RFP, coordinated selection of software vendors, developed timeline, coordinated database migration, and assisted in bringing system up in Spring 2007 across multiple sites, migrating from a "POISE" ERP package.

2000 - 2005	**Sprint PCS** Overland Park, KS ***Team Lead*** *Business & Reporting Analyst IV (*2004-2005); *Software Engineer IV (2000-2004)*

- ➢ Served as Development Lead for 12-person team responsible for delivering and supporting finance database applications in PCS data warehouse using C, UNIX and Oracle. Majority of projects fed data evaluation tools such as Essbase.
- ➢ Managed frequent requirement changes and adjusted team's output accordingly.
- ➢ Created reports from Access for group that monitored phone number porting.

MAJOR PROJECTS:

- Conducted cost analysis of new customer "Welcome Call," determining that those who received the call were 12% more likely to stay with Sprint than those who didn't receive the call.
- Analyzed data to assess customer financial stability, resulting in Sprint securing consistently more reliable, long-term customers.
- Led development of reusable functions, optimization of functions, and concurrent operational tasks to maximize system and database environment. Used API calls from C to Oracle 8 and 9.

1994 - 1999	**Republic Group, Inc.** Hutchinson, KS ***Senior Systems Analyst***

- ➢ Led Oracle DBA operations for backups and system maintenance on UNIX and VMS operating systems.

MAJOR PROJECTS:

- Led transition to an integrated network utilizing Microsoft servers for this 7-site, $300 million manufacturer.
- Designed disaster backup strategy with redundant servers, networking connections, and disk arrays.
- Led systems conversion effort for installation of PROMIX, a multi-million dollar Manufacturing Resource Planning (MRP) package.

1992 - 1994	**Lowen Corporation** Hutchinson, KS *Systems Manager*

➢ Led 6-person IT staff, responsible for backups and system maintenance on UNIX operating systems using Progress Databases.

MAJOR PROJECTS:
- Managed implementation of wide-area network and integrated network financial systems for this $80 million graphic arts company.
- Managed systems conversion for installation of SYMIX, a $500,000 MRP package.
- Reduced shop floor printing costs by 75% by developing network printing software.

1990 - 1991	**Computer, INC** Wichita, KS *Systems Analyst*

MAJOR PROJECTS:
- Designed and implemented automated polling system that connected 80 pharmacies nationwide for sending drug updates and retrieving billing data.
- Designed and built an Informix DB back-end to support automated polling system.

1984 - 1990	**Kmart Corporation (FoxMeyer Drug Company, subcontractor)** Troy, MI *Support Programmer/Analyst and Software Technical Support*

- Designed and conducted classes for help-desk support personnel.

MAJOR PROJECT: Supervised support operations for a 20-person team during major software conversion at 1,300 Kmart sites nationwide.

Education & Certifications

Newman University; Wichita, KS
Bachelor of Science, Management

Washburn University; Topeka, KS
Master of Business Administration

Project Management Institute
Certified Project Management Professional (PMP)
Certificate #534972, issued June 2008

Courses Taught

- Introduction to Business
- Online Business
- Human Resource Management
- Organizational Behavior
- Leveraging Business Data (created and taught this BI course)
- Project Management
- Intro to IT
- Technology for the Workplace
- Telecommunications and Networking
- Integrating GIS in Your World
- Object-oriented Analysis & Design
- Operating Systems
- Database Design